



Medicaid Information Technology System

**State & Local Government Solutions
Medicaid Information Technology System (MITS)**

Accounts Receivable Participant Guide

November 19, 2010

**HP Enterprise Services
Suite 100
50 West Town Street
Columbus, OH 43215**

Table of Contents

Course Overview	1
Overview	1
Prerequisites	1
Objective(s)	1
Agenda	2
Introduction to Accounts Receivable	4
Overview	4
The Accounts Receivable Process	4
Creation Methods	5
Accounts Receivable Recoupment Types	6
Accounts Receivable Types	7
Reports	8
Check Your Understanding	10
Summary	10
Introduction to the A/R Search Function	12
Overview	12
The A/R Mini-Search panel	12
The AR Search panel	12
Check Your Understanding	13
Summary	14
Finding and Viewing Information about an A/R	15
Overview	15
Who	15
When	15
Relevance	15
Requirements	15
Guidelines	15
How To	16
How To	19
Success	19
Practice	20
Introduction to A/R Panels	21
Overview	21
The AR Information Panel	21
AR Maintenance Panel	21
The Base Information Panel	22
Additional Information Panels	22
Check Your Understanding	24
Summary	24
Creating an A/R with Recoupment Type of Automatic	25
Overview	25
What	25
Who	25
When	25
Relevance	25
Requirements	26
Guidelines	26
How To	27

Success	28
Practice	29
Managing Comments	30
Overview	30
What	30
Who	30
When	30
Relevance	30
Guidelines.....	30
How To.....	30
Success	31
Practice	33
Creating an A/R with Recoupment Type of OAKS Manual	34
Overview	34
What.....	34
Who.....	34
When	34
Relevance.....	34
Requirements.....	34
Guidelines.....	35
How To.....	36
Success	37
Practice	37
Creating an A/R with Recoupment Type of Manual	38
Overview	38
What.....	38
Who.....	38
When	38
Relevance.....	38
Requirements.....	38
Guidelines.....	39
How To.....	40
Success	41
Practice	41
Changing Existing A/R's Recoupment Type to Automatic	42
Overview	42
What.....	42
Who.....	42
When	42
Relevance.....	42
Requirements.....	42
Guidelines.....	42
How To.....	43
Success	44
Practice	44
Changing Existing A/R's Recoupment Type to OAKS Manual.....	45
Overview	45
What.....	45
Who.....	45
When	45

Relevance.....	45
Requirements.....	45
Guidelines.....	45
How To.....	46
Success.....	46
Practice.....	47
Changing Existing A/R's Recoupment Type to Manual.....	48
Overview.....	48
What.....	48
Who.....	48
When.....	48
Relevance.....	48
Requirements.....	48
Guidelines.....	48
How To.....	49
Success.....	49
Practice.....	50
Applying Dispositions to an A/R Balance.....	51
Overview.....	51
What.....	51
Who.....	51
When.....	51
Relevance.....	51
Requirements.....	51
Guidelines.....	51
How To.....	52
Success.....	52
Practice.....	53
Using Mass Adjust Feature on a Group of A/Rs.....	54
Overview.....	54
What.....	54
Who.....	54
When.....	54
Relevance.....	54
Requirements.....	54
Guidelines.....	55
How To.....	56
Success.....	57
Practice.....	57
Viewing Aged A/Rs.....	58
Overview.....	58
What.....	58
Who.....	58
When.....	58
Relevance.....	58
Requirements.....	58
Guidelines.....	59
How To.....	59
Success.....	60
Practice.....	60

Viewing A/R Reports	61
Overview	61
What.....	61
Who.....	61
When	61
Relevance.....	61
Requirements.....	61
How To.....	62
Success	62
Practice	62
About Cash Receipts	63
Overview	63
Creation Methods.....	63
Reports	64
Check Your Understanding	66
Summary	67
Introduction to the C/R Search Function.....	68
Overview	68
The C/R Mini-Search panel.....	68
The C/R Search panel.....	68
Check Your Understanding	69
Summary	70
Finding and Viewing Information about a Cash Receipt	71
Overview	71
What.....	71
Who.....	71
When	71
Relevance.....	71
Requirements.....	72
Guidelines.....	72
How To.....	72
Success	74
Practice	75
Introduction to C/R and Disposition Related Panels.....	76
Overview	76
The CR Information Panel	76
CR Maintenance Panel	76
The CR Base Information Panel	77
Additional Information Panels.....	77
Check Your Understanding	80
Summary	80
Locating Non-Posted Cash Receipts and Researching How to Disposition Them	81
Overview	81
What.....	81
Who.....	81
When	81
Relevance.....	81
Requirements.....	81
Guidelines.....	82
How To.....	83

Success	85
Next Steps	85
Practice	86
Dispositioning a Cash Receipt Against an A/R	87
Overview	87
What	87
Who	87
When	87
Relevance	87
Guidelines.....	88
How To.....	89
Success	90
Next Steps.....	91
Practice	91
Creating a Gross Disposition of a Cash Receipt.....	92
Overview	92
What.....	92
Who.....	92
When	92
Relevance	92
Guidelines.....	93
How To.....	93
Success	94
Next Steps.....	95
Practice	95
Sending a Refund for a Cash Receipt	96
Overview	96
What.....	96
Who.....	96
When	96
Relevance	96
Guidelines.....	96
How To.....	97
Success	99
Practice	99
Review.....	100
Objectives	100

Course Overview

Overview

The goal of this course is to provide you with the knowledge and common skills necessary to create and modify accounts receivable, and complete accounts receivable related settlement tasks, using the Ohio Medicaid Information Technology System (MITS).

Accounts receivable (A/Rs) are transactions set-up to recover money due to the state.



Accounts receivable can be automatically created by MITS, created via the mass upload process, or manually entered.

Prerequisites

Before taking this course, you must complete the following courses:

- Introduction to MITS
- General Financial Overview
- EDMS COLD Reports
- Online Reports & Letters

Objective(s)

After completing this course you should be able to:

- Find and view information about existing A/Rs.
- Create A/Rs with automatic, OAKS Manual, or manual recoupment types.
- Change existing A/R's recoupment type to automatic, OAKS Manual, or manual.
- Apply dispositions to an A/R balance.
- Mass adjust a group of A/Rs from one provider.
- View aged A/Rs.
- View A/R Reports
- Find and view information about a cash receipt.
- Locate non-posted cash receipts and research how they should be dispositioned.
- Disposition a non-posted cash receipt against an A/R.
- Create a gross disposition of a non-posted cash receipt.
- Refund a non-posted cash receipt.

Agenda

A/R Day 1 of 2 Agenda

Topic	Time
Housekeeping & Introductions	10 minutes
Course Overview	5 minutes
Introduction to Accounts Receivable	20 minutes
Introduction to the A/R Search Function	15 minutes
Break	15 minutes
Find and View Information about an A/R	20 minutes
Introduction to A/R Panels	20 minutes
Create an A/R with Recoupment Type of Automatic	20 minutes
Lunch	60 minutes
Managing Comments	5 minutes
Create an A/R with Recoupment Type of OAKS Manual	15 minutes
Create an A/R with Recoupment Type of Manual	15 minutes
Break	15 minutes
Change an Existing A/Rs Recoupment Type to Automatic	20 minutes
Change Existing A/R's Recoupment Type to OAKS Manual	15 minutes
Change Existing A/R's Recoupment Type to Manual	15 minutes
Break	15 minutes
Apply Dispositions to an A/R Balance	20 minutes
Mass Adjust Group of A/Rs	20 minutes
View Aged A/Rs	15 minutes
View A/R Reports	10 minutes

Break	15 minutes
About Cash Receipts	20 Minutes
Introduction to the C/R Search Function	20 minutes
Find and View Information about a Cash Receipt	20 minutes
Review	10 minutes

A/R Day 2 of 2 Agenda

Topic	Time
Welcome and Review	10 minutes
Introduction to C/R and Disposition Related Panels	20 minutes
Locate Non-Posted Cash Receipts and Research How to Disposition	30 minutes
Disposition a Cash Receipt Against an A/R	20 minutes
Break	15 minutes
Create a Gross Disposition of a Cash Receipt	20 minutes
Send a Refund for a Cash Receipt	20 minutes
Review	20 minutes

Introduction to Accounts Receivable

Overview

Accounts receivable (A/Rs) are transactions set-up to recover money due to the state. There are three ways that they are generated:

- 1) Mass upload through a spreadsheet
- 2) Individually through MITS panels
- 3) System generated as result of MITS calculations showing an entity owes money

Accounts receivable are also differentiated by how the money is recouped by the state. There are three different recoupment types: Automatic, Manual and OAKS Manual.

- 1) MITS generates accounts receivable with the recoupment type of "automatic", (**Automatic A/Rs**), to have money owed the state taken from pending payments to a provider.
- 2) Accounts receivable are created with, or set to, a recoupment type of "OAKS Manual" (**OAKS Manual A/Rs**) when the state is expecting direct payment for the amount owed instead of having it offset from the provider's payment.
- 3) Manual accounts receivable, (**Manual A/Rs**), are established exclusively through the accounts receivable entry panel when there are pending matters that make it impossible to finalize the A/R for billing or automatic recoupment.

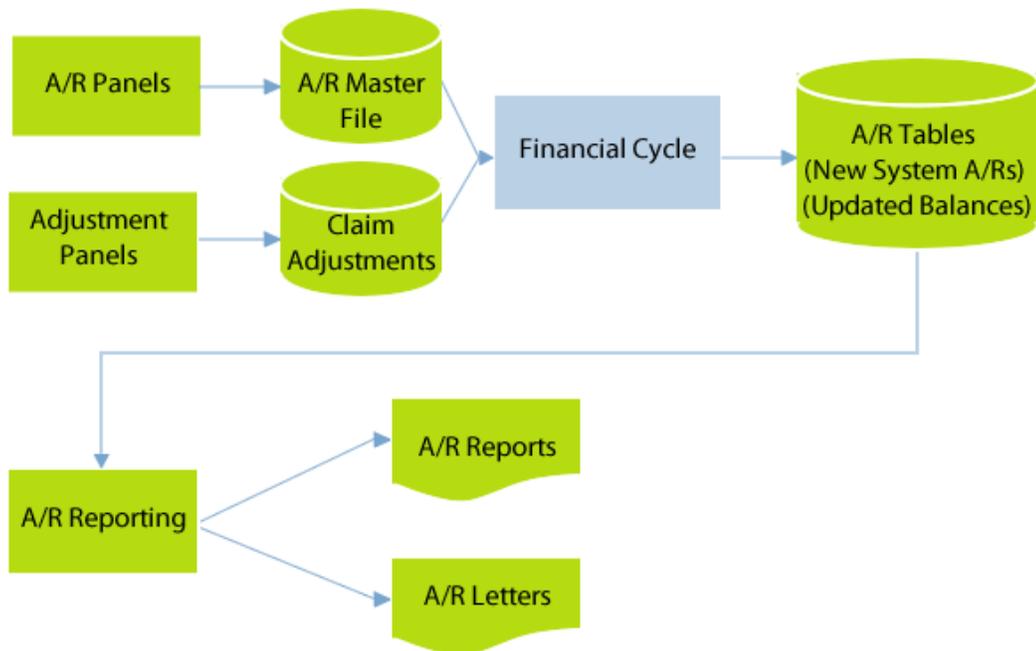
There are a number of reports available for viewing and managing the overall A/R process. These include:

- Weekly Accounts Receivable Summary
- Manually Recovered Accounts Receivable
- Aging by Provider
- Recoupment Summary by Reason Code
- Weekly Activity
- Aging by Fund Code
- Weekly Activity - by RSN Code
- Recoupment Summary
- Past Due by Reason Code
- CPAO Report
- Provider Credit Balance
- LTC Provider Credit Balance

The Accounts Receivable Process

The Accounts Receivable Process

The following is a system diagram documenting the close interaction between claims adjustments and A/Rs. It shows that running the financial cycle is the key to creating new A/Rs and updating existing A/R balances. This information is then used to generate accurate A/R reports and letters.



Creation Methods

Accounts receivable can be generated in three ways in MITS. The table below lists these methods and explains when to use each of them. The third method in the table below requires no human interaction with MITS.

Creation Method	Description
Mass Upload	Use the mass upload procedure when you need to create a large number of accounts receivable at one time. To create accounts receivable by mass upload you follow the following process: 1) Review the accounts receivable request and gather all of the required information.

	<p>2) Record the following, required information on the mass upload worksheet:</p> <ol style="list-style-type: none"> a) Provider Number b) Reason c) Fund code d) Setup Amount e) Effective Date f) Recoupment Type g) Either Recoupment Percent OR Recoupment Amount h) AR Number <p>3) Follow local work instructions to upload the spreadsheet to MITS.</p> <p>4) After the mass upload is complete, use the MITS panels to manually review the accounts receivable that were created from this spreadsheet for accuracy</p> <p> Do not use the mass upload procedure for A/Rs with the recoupment type of "Manual". You must create these accounts receivable individually from the A/R panels in MITS.</p>
Individual Entry	<p>You can create accounts receivable individually, using the panels in MITS. Although using this method is rare, you may want to create accounts receivable individually in the following circumstances:</p> <ul style="list-style-type: none"> • You have a small number of accounts receivable to create. • The account receivable reason requires individual entry with a manual recoupment type because the final amount is still being negotiated. • You have to make additions or changes to the account receivable before payment, such as changing the effective date or how the funds are being recouped.
System Generated	<p>During the financial cycle, MITS generates an account receivable when a claims adjustment results in an overpayment to the provider. MITS automatically sets the recoupment type to Automatic and reclaims outstanding A/Rs when funds are available in future financial cycles.</p> <p>In addition, MITS automatically creates A/Rs and generates invoice letters for franchise fees. MITS creates all four quarters of franchise fee A/Rs for the upcoming year with quarterly effective and due dates.</p>

Accounts Receivable Recoupment Types

When you create accounts receivable, you specify the recoupment type which determines how, and when money owed to the state is recouped.

- Automatic** - MITS generates accounts receivable with the recoupment type of "automatic", (Automatic A/Rs), when the result of an adjustment transaction that results in an overpayment to a provider. These amounts reduce provider earnings when recouped from claims and expenditures. MITS also generates A/Rs for recovery of any payments to which the provider is not entitled. These A/Rs are automatically recouped in any weekly financial cycle in which the provider has funds available. These "available funds" are for services that have been approved for payment to the provider, but not yet finalized in the financial cycle.
- OAKS Manual** - Accounts receivable are created with, or set to, a recoupment type of OAKS Manual when an invoice must be generated and sent to the provider. An OAKS Manual A/R is used when the reason for creating the A/R requires it, or the decision is made following local business rules that invoicing the provider directly is the best way to recoup the funds. MITS generates daily interface files, (INF30/INF31), containing OAKS Manual A/Rs that are created and forwards these files to OFIS/OAKS pending the receipt of cash. When cash is received, it is matched to the outstanding A/R in the OAKS system. An OAKS Manual receivable can be set up against a predefined entity such as a provider, recipient, or "other ", for payments due to the state.

Late payments of Automatic A/Rs will trigger consolidation of outstanding Automatic ARs into one AR, with a recoupment type of OAKS Manual, with the reason code relating to late payment. These funds are automatically returned to the budget the A/R was setup against through that A/R's fund code or to a specific budget.
- Manual** - This type of A/R is established exclusively through the accounts receivable entry panel. It is never system generated. There are no collection efforts at all for an account receivable that is created with the recoupment type set to "manual". Thus, if the recoupment type is not changed, no payment will ever be made. These A/Rs do not appear on the weekly RA (remittance advice) that is sent to the provider. Manual A/Rs are informational only A/Rs. They can be activated if the user updates the recoupment type to Automatic or OAKS Manual.

Accounts Receivable Types

The table below shows the relationship between certain types of Accounts Receivable, how they are entered, and what their recoupment type is usually set to.

Type of Account Receivable	Creation Method	Recoupment
Administrative Fees: <ul style="list-style-type: none"> Hospital Care Assurance Program (HCAP) Upper Payment Limit (UPL) 	Mass Upload OR Individually Entered	OAKS Manual
Cost Settlements	Mass Upload	OAKS Manual
Franchise Fees (Hospital & Nursing Facilities)	System Generated	OAKS Manual

Individual non-claim transactions	Individual Entry	Automatic OR OAKS Manual
Overpayment of claims	System Generated	Automatic

Reports

Listed below are the most commonly-used reports for Accounts Receivable:

ID	Report Name	Frequency	Report Description
FIN-AR01-W	Weekly Accounts Receivable Summary	Weekly	The Weekly Accounts Receivable Summary report displays summary information for accounts receivable setups, recoupments, and counts for the prior week.
FIN-AR04-W	Manually Recovered Accounts Receivable	Weekly	The Manually Recovered Accounts Receivable report displays all accounts receivable that have a recoupment type of M (Manual) and have a status of open O (Open).
FIN-AR10-W	Aging by Provider	Weekly	The Accounts Receivable - Aging by Provider report displays all payer accounts receivable that are open and considered to be aged. An account receivable is considered to be aged when it remains outstanding and the length of time it has been active exceeds a set number of days.
FIN-AR20-M	Recoupment Summary by Reason Code	Monthly	The Accounts Receivable Recoupment Summary by Reason Code report summarizes the recoupments towards accounts receivable records by the accounts receivable setup reason code. This report gives counts and totals for the current month, counts and totals for the State fiscal year, and counts and totals for year-to-date. The bottom of the report shows the grand totals for each column.
FIN-AR41-W	Weekly Activity	Weekly	The Accounts Receivable - Weekly Activity report displays a weekly summary of activity associated with outstanding provider accounts receivable for each financial cycle. This report is utilized to aid in the tracking and control of accounts receivable and to report to the state agency all weekly activity associated with an outstanding account receivable.

FIN-AR42-W	Aging by Fund Code	Weekly	The Accounts Receivable - Aging by Fund Code report displays all accounts receivable in aged category order. An X in the Activity Flag field (shown as Act Flg) indicates that the account receivable has aged 30 days with no activity within the last 30 day period. This report is used to aid in the control of all aged accounts receivable and to report all accounts that are outstanding at the end of each financial cycle. In addition, this report is used to research and validate those accounts receivable that have aged greater than 15 days prior to collection action being initiated.
FIN-AR43-W	Weekly Activity - by RSN Code	Weekly	The Accounts Receivable - Weekly Activity - by RSN Code report displays a summary of weekly activity associated with outstanding provider accounts receivable for each financial cycle. This report is utilized to aid in the tracking and control of accounts receivable and to track all weekly activity associated with an outstanding account receivable. This report is grouped by reason code, including subtotals at reason code breaks.
FIN-AR44-W	Recoupment Summary	Weekly	The Accounts Receivable Recoupment Summary report displays all outstanding account receivable records with the associated recoupment information for both the week and to date.
FIN-AR45-R	Past Due by Reason Code	Weekly	The Accounts Receivable - Past Due by Reason Code will display all accounts receivable records that still remain active past their due date. This report will not include AR records that do not have a due date associated with them. This report will be on request.
FIN-AR48-Q	CPAO Report	Quarterly	The Federal Reporting - CPAO reports fiscal year overpayments reflected in proposed adjudication orders and final adjudication orders on a quarterly basis.
FIN-AR50-W	Provider Credit Balance	Weekly	This reports all receivables that rolled up into the credit balance receivable. It is sent along with the FIN-3100-O letter to the provider.
FIN-AR51-W	LTC Provider Credit Balance	Weekly	The Accounts Receivable LTC Provider Credit Balance report lists all LTC receivables for Nursing Facilities and State Operated ICF-MR that rolled up into the credit balance receivable. It is sent along with the FIN-3100-O letter to the

			provider
--	--	--	----------

Check Your Understanding

This activity contains questions to assess your understanding of key concepts in this topic. Review the topic if your score is below your standards.

What kind of an A/R is generated when it is determined the Provider needs to receive an invoice, meaning they are required to pay in cash?

- A. Manual
- B. Automatic
- C. OAKS Manual
- D. Term

When it is necessary to only create a single A/R, then the best course of action is to create a mass upload spreadsheet.

- A. True
- B. False

A/Rs can be generated by any of these means. Select all that apply.

- A. System Generated
- B. Mass Upload using spreadsheet
- C. EDMS Interface
- D. Individual entry through MITS panel

Summary

In this lesson, you learned the following information about accounts receivable:

- There are three ways that accounts receivable are created:
 - System generated
 - Mass upload through a spreadsheet
 - Individually
- There are three different types of accounts receivable:
 - Automatic - for when the payment is recouped automatically from a provider's account.

- OAKS Manual - for when the provider is to be billed.
- Manual - usually for when amounts are being negotiated with the provider, and there is no requirement for immediate recoupment or billing.
- There are a number of online reports available which allow you to review A/R related activities. These reports include:
 - Weekly Accounts Receivable Summary
 - Manually Recovered Accounts Receivable
 - Aging by Provider
 - Recoupment Summary by Reason Code
 - Weekly Activity
 - Aging by Fund Code
 - Weekly Activity - by RSN Code
 - Recoupment Summary
 - Past Due by Reason Code
 - CPAO Report
 - Provider Credit Balance
 - LTC Provider Credit Balance

Introduction to the A/R Search Function

Overview

There are two panels that you can use to search for accounts receivable. Each of the panels requires specific information in order to return search results:

- The **Mini-Search** panel requires that you provide only an A/R number.
- The **Financial AR Search** panel searches using either the Payee ID number/name, the AR number, or the Effective Date Range (Meaning the earliest AR effective date and the latest AR effective date.)

In this lesson you will have the opportunity to see both of the search panels and familiarize yourself with the required fields.

The A/R Mini-Search panel

The **A/R Mini-search** panel provides an easy way for you to find and view an A/R using only the A/R number.

The image below illustrates the **A/R Mini-search** panel.



The AR Search panel

The **Financial AR Search** panel enables you to search for existing accounts receivable by providing both provider type and payee ID, the AR number, or the effective date range. One of these values is required in order to execute an accounts receivable search

In addition, you can specify any of these additional search criteria in order to narrow your search results:

- Status
- Account receivable reason
- Effective date range
- Related transactions

The image below illustrates the **Financial AR Search** panel.

Financial AR Search

AR Number:

Payee Type:

Payee ID: NPI [Search]

Reason:

Fund Code: [Search]

Status:

View: Summary Detail

Effective Date From:

Effective Date To:

Related Transaction Type:

Number:

Records:

Buttons: search, clear, add

Search for a specific A/R by using the AR Number field, or search through all A/Rs by specifying either the Payee Type and the Payee ID or the Effective Date fields. The other criteria types are optional.

Search Results (Detail View)

AR Number	Payee ID	Payee Type	Fund Code	Reason Code	Effective Date	Setup Amount	Disposition Amount	Outstanding Balance	Related Txn Type	Related Txn Number
4009118044048	8520079536	Provider	4599REG	1000	05/06/2009	\$0.00	\$0.00	\$0.00		
4009119097218	8520079536	Provider	4599REG	1000	05/06/2009	\$20.72	\$20.72	\$0.00		
4009119097497	8520079536	Provider	4599REG	1000	05/06/2009	\$39.05	\$39.05	\$0.00		

Select an account receivable from the search results to view the details.

Check Your Understanding

This activity contains questions to assess your understanding of key concepts in this topic. Review the topic if your score is below your standards.

Which of the following search criteria can you use to search A/Rs from the **Mini-search** panel?

- A. A/R Number
- B. Payee ID

At least one of which of the following A/R search criteria is required for a result? Click all that apply.

- A. Payee type and payee ID
- B. A/R number
- C. Fund Code
- D. A/R reason

Summary

In this lesson, you learned that there are two A/R search panels:

- **Account Receivable Mini-Search** panel
- **Financial A/R Search** panel

You also learned that you must, at a minimum provide one of the following search criteria in the Financial AR Search panel:

- Payee type and payee ID combination.
- Effective date range
- A/R number

Finding and Viewing Information about an A/R

Overview

In this topic you learn how to find and view information about an A/R in MITS.

This topic describes how to find information relating to any given A/R or A/Rs for any given provider, created for any reason, for any date range or payment range.

Who

This task will be performed by ODJFS Staff.

When

This task is performed when there is a need to know specific information about an A/R or A/Rs for business reasons. Examples would be:

- You need to find out the recoupment type of an A/R.
- You need to know the disposition history of an A/R.
- You need to know the reason code for an A/R.
- You need to find supporting documentation for an A/R
- You need to know if an A/R for provider was already created, before creating another.

Relevance

You perform this task to find information about desired A/R records, or to find whether an A/R record exists at all.

If this task is not done, you could potentially:

- Create duplicate A/Rs.
- Not be able to find the balance and status of existing A/Rs.
- Not be able to see if an A/R exists, and not see if an A/R is no longer active.

Requirements

You must have the following information in order to complete this task.

- Access to the financial subsystem and A/R panels
- Payee ID number/name and provider type, OR the A/R number OR the effective date range of the A/Rs you are searching for. (Meaning the earliest A/R effective date and the latest A/R effective date)

Guidelines

The more information you have about the A/R you are checking, the quicker the search for that A/R will be in MITS.

You may need to review a number of sub-panels to discover the information you are looking for.

MITS will automatically roll up all active accounts receivable, regardless of effective date, for a provider when their oldest account receivable shows NO recoupment activity for 60 days or more. For an account receivable to be part of this rollup it must have:

- A remaining balance.
- Frequency set to weekly.
- The recoupment type set to Automatic.

The rollup is triggered when the last disposition on the oldest account receivable is 60 days from the last disposition date. MITS will calculate all of the disposition amounts into one new account receivable and set the recoupment type to OAKS Manual, with the a "payment late" status used in the A/R **Reason** field for this A/R record. This account receivable is then forwarded to OFIS, via the INF30 interface, and OFIS then sends it to OAKS to invoice the provider for the outstanding amount owed the state.

How To

Follow these steps from the MITS home page to find and view information about an AR:

Step	Action								
1	Point to Financial tab in MITS and click Accounts Receivable in the drop-down list menu.								
2	To Search for an A/R or A/Rs, perform the following steps, all of which can be used in any combination: <table border="1" data-bbox="371 1121 1375 1801"> <thead> <tr> <th>To Search by:</th> <th>THEN:</th> </tr> </thead> <tbody> <tr> <td>A/R Number</td> <td>a. Type the A/R number in the AR Number field. b. Click the search button in the Financial AR Search panel.</td> </tr> <tr> <td>Provider</td> <td>a. Check the Payee Type field, which should be set to Provider. b. If you know the Payee ID number, then: - Type it in the Payee ID field. If you do not know the Payee ID number, then: - Click the [Search] button next to the Payee ID field; and search to populate this field. c. Press the tab key on the keyboard to enter the Payee ID number into the field. d. Click the search button in the Financial AR Search panel.</td> </tr> <tr> <td>Effective Date From and</td> <td>a. Type the earliest date you wish to view A/Rs from into the Effective Date From field. b. Type the latest date you wish to view A/Rs from into</td> </tr> </tbody> </table>	To Search by:	THEN:	A/R Number	a. Type the A/R number in the AR Number field. b. Click the search button in the Financial AR Search panel.	Provider	a. Check the Payee Type field, which should be set to Provider . b. If you know the Payee ID number, then: - Type it in the Payee ID field. If you do not know the Payee ID number, then: - Click the [Search] button next to the Payee ID field; and search to populate this field. c. Press the tab key on the keyboard to enter the Payee ID number into the field. d. Click the search button in the Financial AR Search panel.	Effective Date From and	a. Type the earliest date you wish to view A/Rs from into the Effective Date From field. b. Type the latest date you wish to view A/Rs from into
To Search by:	THEN:								
A/R Number	a. Type the A/R number in the AR Number field. b. Click the search button in the Financial AR Search panel.								
Provider	a. Check the Payee Type field, which should be set to Provider . b. If you know the Payee ID number, then: - Type it in the Payee ID field. If you do not know the Payee ID number, then: - Click the [Search] button next to the Payee ID field; and search to populate this field. c. Press the tab key on the keyboard to enter the Payee ID number into the field. d. Click the search button in the Financial AR Search panel.								
Effective Date From and	a. Type the earliest date you wish to view A/Rs from into the Effective Date From field. b. Type the latest date you wish to view A/Rs from into								

	<table border="1" data-bbox="375 205 1377 317"> <tr> <td data-bbox="375 205 574 317">Effective Date To</td> <td data-bbox="574 205 1377 317">the Effective Date To field. c. Click the search button in the Financial AR Search panel.</td> </tr> </table> <p>Note: In order to narrow or broaden your search results choose any optional steps from Step 3.</p>	Effective Date To	the Effective Date To field. c. Click the search button in the Financial AR Search panel.										
Effective Date To	the Effective Date To field. c. Click the search button in the Financial AR Search panel.												
3	<p>These steps are optional and will further narrow search results.</p> <table border="1" data-bbox="375 537 1377 1245"> <thead> <tr> <th data-bbox="375 537 500 594">Number:</th> <th data-bbox="500 537 1377 594">Steps:</th> </tr> </thead> <tbody> <tr> <td data-bbox="375 594 500 648">A.</td> <td data-bbox="500 594 1377 648">Click the desired setting the Reason field drop-down list.</td> </tr> <tr> <td data-bbox="375 648 500 768">B.</td> <td data-bbox="500 648 1377 768">Click the arrow in the and type the Fund Code; or click the [search] button next to the Fund Code field to search for a Fund Code to use.</td> </tr> <tr> <td data-bbox="375 768 500 961">C.</td> <td data-bbox="500 768 1377 961">Click the desired setting in the Status field drop-down list. Note: Set to closed to find only records that are inactive, meaning there is no outstanding balance. Set to Active if you want the A/Rs WITH an outstanding balance to display.</td> </tr> <tr> <td data-bbox="375 961 500 1052">D.</td> <td data-bbox="500 961 1377 1052">Click the arrow in the Type field and drag down to the narrow the results by the type of transactions related to the A/R.</td> </tr> <tr> <td data-bbox="375 1052 500 1245">E.</td> <td data-bbox="500 1052 1377 1245">Next to the View field choose either Summary or Detail boxes. Note: Summary means that the search will not return fund codes and reason codes for an AR. Detail will show those fields in addition to the other fields.</td> </tr> </tbody> </table> <p>Note: After clicking the Search button, results will display in a search results panel, (unless there is only one match for the search, in which case the AR Information panel and the AR Maintenance panels open. The AR Information panel gives the information on that A/R.)</p>	Number:	Steps:	A.	Click the desired setting the Reason field drop-down list.	B.	Click the arrow in the and type the Fund Code ; or click the [search] button next to the Fund Code field to search for a Fund Code to use.	C.	Click the desired setting in the Status field drop-down list. Note: Set to closed to find only records that are inactive, meaning there is no outstanding balance. Set to Active if you want the A/Rs WITH an outstanding balance to display.	D.	Click the arrow in the Type field and drag down to the narrow the results by the type of transactions related to the A/R.	E.	Next to the View field choose either Summary or Detail boxes. Note: Summary means that the search will not return fund codes and reason codes for an AR. Detail will show those fields in addition to the other fields.
Number:	Steps:												
A.	Click the desired setting the Reason field drop-down list.												
B.	Click the arrow in the and type the Fund Code ; or click the [search] button next to the Fund Code field to search for a Fund Code to use.												
C.	Click the desired setting in the Status field drop-down list. Note: Set to closed to find only records that are inactive, meaning there is no outstanding balance. Set to Active if you want the A/Rs WITH an outstanding balance to display.												
D.	Click the arrow in the Type field and drag down to the narrow the results by the type of transactions related to the A/R.												
E.	Next to the View field choose either Summary or Detail boxes. Note: Summary means that the search will not return fund codes and reason codes for an AR. Detail will show those fields in addition to the other fields.												
4	<p>If you are able to satisfy the request for information with the results in the search panel, then task is ended. If not, then click on one of the ARs listed in the search results panel.</p>												
5	<p>If you are able to satisfy the request for information by using the results in the AR information panel displayed, then task is ended. If not, go to the next step.</p>												
6	<p>You can find out more information about an AR by following these steps:</p>												

For More Information About:	THEN:
How the A/R was set up	Click Base Information in the AR Maintenance Panel.
Individual dispositions in this A/R	<p>a. Click Dispositions in the AR Maintenance Panel, and review information dispositions in list format for this A/R.</p> <p>If you are able to satisfy the request for information by using the results in the Disposition panel displayed, then task is ended.</p> <p>b. Click the line representing the disposition for which you which you need to check the information in the Related Payment: Number or Related Payment: Issue Date field of that disposition.</p>
Comments entered about this A/R	Click comments in the AR Maintenance Panel, and review information comments in list format for this A/R.
Scanned documents exist that related to this A/R	<p>a. Click Document Control Number in the AR Maintenance panel, and review available scanned documents in list format for this AR.</p> <p>If you are able to satisfy the request for information by using the results in the Document Control Number panel displayed, then task is ended.</p> <p>b. Click the line representing the scanned document you wish to view.</p> <p>c. Click the Image button in the lower right corner of the Document Control Panel to open the image. If you are able to satisfy the request for information by using the image displayed, then task is ended.</p>
Supplemental Information	Click Supplemental Information in the AR Maintenance Panel, and review Supplemental Information comments in list format for this A/R.
AR Rollup Xref – (active only if an account has been “rolled up,” the	Click AR Rollup Xref in the AR Maintenance Panel, and review Supplemental Information comments in list format for this A/R.

	recoupment type set to OAKS Manual, with a reason relating to late payment.)	
--	--	--

How To

Search for a Payee or Provider ID.

Follow these steps from the base information panel on any form with a **Payee ID** or **Provider ID** field to search for a payee:

Step	Action
1	Click the [Search] link next to the Payee ID field in order to open the Payee ID dialog box.
2	Complete any of the following fields with as much information as you have about the payee/provider: <ul style="list-style-type: none"> • Provider ID/Payee ID • Business or Last Name (You can search with a partial name, beginning with first letter of the name) • First Name • MI (Middle Initial)
3	Click Search .
4	Locate the payee/provider in the list returned by your search. Hint: Use the pagination controls at the bottom of the page as to view additional pages of results.
5	Click the line that contains the information for your intended payee/provider in order to populate the Payee ID or Provider ID field on the Search panel.

Success

You have successfully completed this task when you are able to find the desired A/R record or records and have used the available A/R panels to view the desired information about this record or records.

Practice

Practice #1

Search for a provider's accounts receivable using this information:

- **Payee Type:** Provider
- **Provider ID:** Search for your provider, using the provider name assigned to you.
- **Status:** Active

When you are done, leave the search results open on your screen and be prepared to answer questions about the details of the provider's accounts.

Practice #2

Search for accounts receivable created within a date range using this information:

- **Effective Date From:** 01/01/2008
- **Effective Date To:** Today's date.

When you are done, leave the search results open on your screen and be prepared to answer questions about the details of the provider's accounts. Also either copy **any one** of the A/R numbers to the clipboard, or write it on a piece of paper for the next practice.

Practice #3

Search for an A/R using this information:

- **AR Number:** Use the A/R number you copied to the clipboard in practice #3.

When you are done, leave the account receivable open on your screen and be prepared to answer questions about the details of the account.

Introduction to A/R Panels

Overview

MITS provides a series of panels that you use for searching and viewing, creating, and modifying and deleting accounts receivable. In this lesson, you will see the MITS receivable panels and gain an understanding of the function of each of them.

The AR Information Panel

The **AR Information** panel displays current information about the A/R that you have selected. The information cannot be changed or modified in this screen, but some of the fields can be changed or modified in other panels. The image below illustrates the **AR Information** panel:

AR Information		Recoupment	
AR Number	4009118044048	Frequency	Weekly
Payee Type	Provider	Type	Automatic
Payee ID	8520079536	Percentage	100%
Name	MCDONALD PEDIATRICS LLC	Max Recoup Amount	\$0.00
Status	Active	Payment Term	
Setup Date	04/28/2009		
Effective Date	05/06/2009		
		Related Transaction	
Reason	Conversion	Type	
Fund Code	4599REG-CATCH ALL (REMAINING CLAIMS) - REGULAR	Number	
Setup Amount	\$0.00	Claim Adjustment Information	
Total Dispositions	\$0.00	Adj ICN	
Balance	\$0.00	Adj User ID	
OAKS Date	05/06/2009	Adjustment EOB	
		Original ICN	

AR Maintenance Panel

The **AR Maintenance** panel provides links to the other A/R panels. In addition, the buttons for saving your A/R or starting a new A/R appear here.

The image below illustrates the **AR Maintenance** panel:

AR Maintenance		Select an area to add or modify	
Accounts Receivable	AR Rollup Xref	Base Information	Comments
	Dispositions	Document Control Number	Supplemental Info
save cancel new		Save, cancel, or start over	

Links to display the other A/R panels

The Base Information Panel

The **Base Information** panel contains the primary, required fields for an A/R record. Use these fields for creating a new A/R or editing the details of an existing A/R.



An asterisk (*) appears next to the names of required fields.

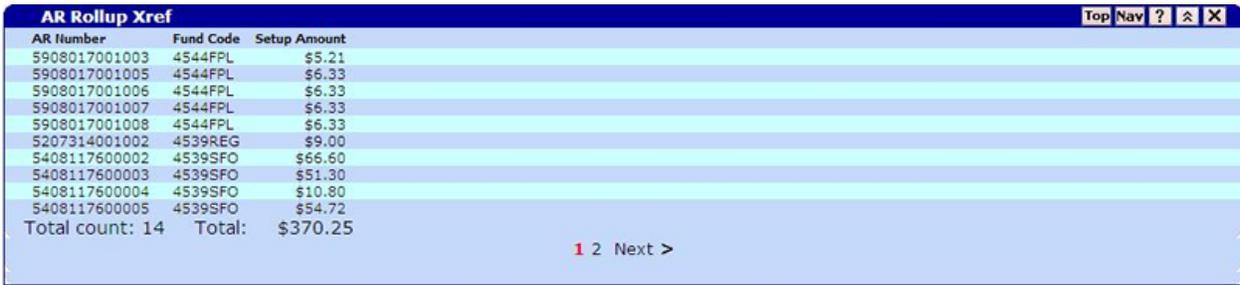
Additional Information Panels

The Disposition Panel

The **Disposition** panel allows you to create a new A/R disposition or see the details of previous dispositions to an A/R.

The AR Rollup Xref Panel

When you view an A/R that was created as a result of a "rollup" then the **AR Rollup Xref** link becomes active in the AR Maintenance panel. Clicking on this link displays the AR Rollup Xref panel which shows the A/Rs consolidated into the A/R you are currently viewing.

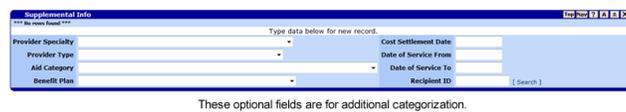


AR Number	Fund Code	Setup Amount
5908017001003	4544FPL	\$5.21
5908017001005	4544FPL	\$6.33
5908017001006	4544FPL	\$6.33
5908017001007	4544FPL	\$6.33
5908017001008	4544FPL	\$6.33
5207314001002	4539REG	\$9.00
5408117600002	4539SFO	\$66.60
5408117600003	4539SFO	\$51.30
5408117600004	4539SFO	\$10.80
5408117600005	4539SFO	\$54.72
Total count: 14		Total: \$370.25

1 2 Next >

The Supplemental Info panel

The **Supplemental Info** panel allows you to provide additional information about an A/R. MITS does not require that you provide this information; however, you should follow your local business process regarding the appropriate use of these fields.



Supplemental Info

Type data below for new record.

Provider Specialty	Card Settlement Date
Provider Type	Date of Service From
AM Category	Date of Service To
Benefit Plan	Receipt ID [Search]

These optional fields are for additional categorization.

The Document Control Number panel

The **Document Control Number** panel provides links to scanned documentation that pertains to your account receivable.



Document Number	Date Added
5510056003001	02/25/2010

Select row above then click image button to view document.

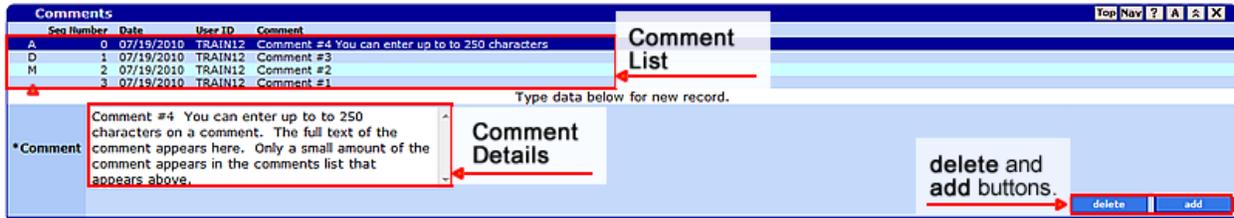
Document Control Number:

Date Added:

[Image](#)

The Comments Panel

The **Comments** panel allows you to enter free-form comments related to the account receivable.



Check Your Understanding

This activity contains questions to assess your understanding of key concepts in this topic. Review the topic if your score is below your standards.

Which of the A/R panels contains links for opening other panels?

- A. **AR Maintenance**
- B. **Dispositions**
- C. **Document Control Number**
- D. **Base Information**

Summary

In this lesson, you viewed illustrations and read descriptions of each of the MITS A/R panels.

You should be able to explain the function of each of them.

Creating an A/R with Recoupment Type of Automatic

Overview

What

In this topic you learn how to create a new account receivable with the recoupment type of automatic in order to recover funds due to the state.

Who

This task will be performed by ODJFS Staff.

When

This task can be performed when necessary in the workflow of a business process or when requested by accounting management.

Relevance

Multiple A/Rs are normally created quickly by creating a spreadsheet outside of MITS, and then requesting the upload of that spreadsheet into MITS.

When required by local work instructions or business process, however, an A/R can be created by using MITS panels.

This task is important because:

- By correctly creating A/Rs you can avoid unproductive time tracking down and fixing AR details.
- Money due the state is recouped in a timely fashion when A/Rs are created correctly the first time.

If this task is not done correctly, it is possible that:

- Providers could be over-invoiced or under-invoiced and payments could be delayed.
- ODJFS might fail to collect the money it is due.
- Financial reports could be incorrect leading to an inability to make the best financial decisions.

Requirements

Some requirements needed to complete this task include:

- You must know:
 - The payee ID or provider name
 - The setup amount
 - The reason the A/R will be created
 - The effective date
- You must have been given authority to create a new A/R.
- You must know that the recoupment type for the A/R is automatic.

Guidelines

Some guidelines include:

- Check MITS first to make sure the A/R you are going to create for a given reason or amount has not already been created. MOST A/Rs will be entered in batch mode through the upload of a spreadsheet outside of MITS. Other A/Rs will be entered as a result of claims adjustments.
- Creating an A/R with a recoupment type of “automatic” deducts the amount due from any outstanding APs belonging to this provider. This is the “standard” or “default” way of setting up an account receivable.
- If the provider has been set up with a recoupment limit that is SMALLER than what is entered in the A/R **recoup amount** field, or whatever amount the percentage field would try to automatically recoup, then this smaller amount would automatically be used.
- If there is NO entry in the **frequency** field, the frequency is automatically set to weekly.
- It can be necessary at times, while still following local work instructions, to choose other recoupment types than automatic, other frequencies than weekly, and other payment terms than previously given if the payee needs more time or a different payment method to continue to function financially.
- Follow local work instructions to generate the A/R numbers required to create an A/R. System generated accounts receivable will be automatically assigned AR numbers.

How To

Create an A/R with a Recoupment Type of Automatic

Follow these steps from the MITS home page to create an A/R with a recoupment type of Automatic:

Step	Action
1	Point to Financial tab in MITS and click Accounts Receivable in the dropdown menu.
2	Find information about an A/R or multiple A/Rs that currently exist for the Provider and verify that the A/R you were tasked to create does not already exist. If it does, then task is ended .
3	Right-click the Payee ID field in the Financial AR Search panel and drag down on the pop-up menu to copy.
4	Click the Add button in the Financial AR Search panel. Note: Recoupment Type field is set to Automatic by default, Recoupment Frequency field is set to Weekly by default, and Recoupment Percentage is set to 100% by default.
5	a. Create an A/R Number manually according to local work instructions. b. Type this A/R Number into the A/R Number field.
6	Right-click the Payee ID field in the Base Information panel and drag down on the popup menu to paste, populating the field with the Payee ID.
7	Change the date in the Effective Date field to the desired date, if necessary.
8	Type the setup amount in the Setup Amount field.
8	Use local work instructions and select the appropriate reason for setting up this Account Receivable in the Reason Code drop-down list field.
10	Type the Fund Code into the Fund Code field, unless it was automatically populated and you do not wish to change it. You can also locate the correct fund code by clicking search next to the fund code field. Note: Local work instructions will help determine the correct fund code.
11	If you wish to change the frequency with which money is taken from funds due the provider, select the desired frequency from the Frequency field drop-down list. Note: If the frequency is NOT set to weekly, then this A/R will NOT be included if the provider's accounts are rolled up.

12

By default when you specify the recoupment type of automatic, the **Percentage** field is set to 100 percent. You can choose to set either the **Percentage** Field or the **Recoup Amount** field, but not both.

TO:	THEN:
Use the Percentage field, leaving the Recoup Amount field blank	<ol style="list-style-type: none"> Highlight the percentage field and replace the contents with the desired percentage of the setup amount to be automatically deducted from funds due the provider. Click save in the AR maintenance panel. The message "Save successful" appears in the AR Maintenance panel. AR Information panel displays. Review A/R details in this panel to make sure that A/R was set up as desired. END TASK.
Use the Recoup Amount field instead of the Percentage field	<ol style="list-style-type: none"> Highlight the percentage field and replace the contents with 0. Click the Recoup Amounts field and enter the specific Recoupment Amount to be automatically deducted from funds due the provider. Click save in the AR Maintenance panel. The message "Save successful" appears in the AR Maintenance panel. AR Information panel displays. Review A/R details in this panel to make sure that A/R was set up as desired. END TASK

Note: See local work instructions for which to choose.

Success

You have successfully completed this task when the "save successful" message appears in the AR Maintenance panel.

Practice

Create an account receivable with the recoupment type of automatic using this information:

- **Payee Type:** Provider
- **Provider ID:** Search for your provider, using the provider name assigned to you.
- **Setup Amount:** \$50
- **Reason:** 9607 - Medicare Crossover Wrong Provider
- **Fund Code:** 4510BCC
- **AR Number:** For this exercise only, type your birthday, (MM/DD/YYYY) then your zip code. For real A/R records, you will follow local work instructions to assign a valid number.

All other fields will remain at their default settings. (The recoupment type is set to "automatic" by default). After you save the A/R, write down "auto" and then the A/R number so you can use it later in another task.

Managing Comments

Overview

What

In this topic you learn how to add comments to a MITS record using the **Comments** panel.

Who

ODJFS Staff

When

You perform this task when you have additional, important information to provide regarding a record or transaction

Relevance

You perform this task to add important notes or information that specifically relates to another record, for example an expenditure or A/R record.

Guidelines

- Task records cannot exceed 250 characters in length.
- You must click **save** on the **Maintenance** panel to save new or modified comments.

How To

Add a Comment

Follow these steps from the **Maintenance** panel on any MITS page that allows comments:

Step	Action
1	Click Comments .
2	Scroll down to the Comments panel.
3	Click add .
4	Type your comments in the Comment field. Note: The letter " A " to the left of Comment Summary row indicates that you are in <i>Add</i> mode, and your comment is not yet saved as part of the record.

5	Click save to attach your comment to the record.
---	---

Update a Comment

Follow these steps from the **Maintenance** panel on any MITS page that allows comments:

Step	Action
1	Click Comments .
2	Scroll down to the Comments panel.
3	Select a comment summary row.
4	Modify or append the comment as necessary. Note: If you select a comment summary row, or move to another comment record, the letter "M" appears to the left of the modified comment summary line indicating that this comment was modified. You have to click save to commit the change to the record.
5	Click save .

Delete a Comment

Follow these steps from the **Maintenance** panel on any MITS page that allows comments.

Step	Action
1	Click the Comments link.
2	Scroll down to the Comments panel.
3	Select a Comment Summary row.
4	Click Delete . Note: The letter "D" appears to the left of the Comment Summary row, indicating that this comment is marked for deletion.
5	Click save .

Success

You have successfully completed this task when your comments are saved to the record.

Practice

The instructions below are relevant for comments that you add to expenditure records or accounts receivable (A/R) records.

Practice #1

Add a Comment to a record using this information:

- **Expenditure ID/AR Number:** Search for the record that you created.
- **Comment:** Use "My test comment", or something similar.

Practice #2

Modify a comment on a record using this information:

- **Expenditure/AR Number:** Use the **Mini-search** panel to reopen your record. (This simulates going back at a later date.)
- **Comment:** Modify your comment by adding more information to the existing comment details.

Practice #3

Delete the comment that you added to your A/R or expenditure:

- **Expenditure ID/AR Number:** Use the **Mini-search** panel to reopen your record. (This simulates going back at a later date.)
- **Comment:** Modify your comment as if you were correcting an error or adding information.

Creating an A/R with Recoupment Type of OAKS Manual

Overview

What

In this topic you learn how to create an A/R with a recoupment type of OAKS Manual, in order to recover funds due to the state.

Who

This task will be performed by ODJFS Staff.

When

You will perform this task when you are instructed to do so by a business process or by accounting management.

Relevance

Multiple A/Rs are normally created quickly by creating a spreadsheet outside of MITS, and then requesting the upload of that spreadsheet into MITS. When required by local work instructions or business process, however, an A/R can be created by using MITS panels.

This task is important because:

- By correctly creating A/Rs you avoid wasting time tracking down and fixing A/R details.
- Money due the state is recouped in a speedy fashion when A/Rs are created correctly the first time.

If this task is not done correctly, it is possible that:

- Providers could be overbilled or under billed and payments could be delayed.
- ODJFS might never collect the money it is due.
- Financial reports will be incorrect leading to an inability to make the best financial decisions.

Requirements

In order to achieve the successful completion of this task, you must meet the following requirements before beginning:

- You must know the Payee ID or Provider name, the setup amount, the reason for the AR being created and the effective date.
- You must be sure the recoupment type for the A/R is "OAKS Manual."
- You must have been given authority to create a new A/R.

Guidelines

Check MITS first to make sure the A/R you are going to create for a given reason or amount has not already been created. **Most** A/Rs will be entered in batch mode through the upload of a spreadsheet outside of MITS. Other A/Rs will be entered as a result of Claims Adjustments.

Set an account receivable to OAKS Manual when the provider wishes to be billed by the state for the amount of the A/R. Also MITS automatically creates an account receivable with the recoupment type of OAKS Manual when **any one** of the provider's existing accounts receivables goes more than 60 days late. This "rollup" only includes A/Rs set to the recoupment type of automatic and a recoupment frequency of weekly.

When an A/R is created for an amount that is being negotiated, it can be a good idea to place the A/R in the Manual recoupment status, rather than OAKS Manual. A recoupment type of Manual indicates that no collection efforts will be attempted until the recoupment status is changed. This allows time for the final number to be negotiated, and the A/R to be changed to the appropriate agreed upon recoupment status.

The **Recoupment Percentage** field for an account with the recoupment type of OAKS Manual is always 100 percent, and cannot be changed.

If there is NO entry in the **frequency** field, the frequency is automatically set to Weekly.

It can be necessary at times, while still following local work instructions, to choose other recoupment types than automatic, other frequencies than weekly, and other payment terms than previously given if the payee needs more time or a different payment method to continue to function financially.

Follow local work instructions to generate the A/R numbers required to create an A/R. System generated accounts receivable will be automatically assigned AR numbers.

How To

Create an A/R with a Recoupment Type of OAKS Manual

Follow these steps from the MITS home page to create an A/R with a recoupment type of OAKS Manual:

Step	Action
1	Point to Financial tab in MITS and click Accounts Receivable in the drop-down menu.
2	Find information about an A/R or multiple A/Rs that currently exist for the Provider and verify that the AR you were tasked to create does not already exist. If it does, then the task is ended.
3	Right-click the Payee ID field in the Financial AR Search panel and drag down on the popup menu to copy.
4	Click the Add button in the Financial AR Search panel. Note: Recoupment Type field is set to Automatic by default, Recoupment Frequency field is set to Weekly by default, and Recoupment Percentage is set to 100% by default.
5	a. Create an A/R Number manually according to local work instructions. b. Type this A/R Number into the A/R Number field.
6	Right-click the Payee ID field in the Base Information panel and drag down on the popup menu to paste, populating the field with the Payee ID.
7	Press the tab key on the keyboard to enter the Payee ID into the record.
8	Change the date in the Effective Date field to the desired date, if necessary.
9	Type the setup amount in the Setup Amount field.
10	Use local work instructions and select the appropriate reason for setting up this Account Receivable in the Reason Code dropdown field.
11	Type the Fund Code into the Fund Code field, unless it was automatically populated. You can also locate the correct fund code by clicking search next to the fund code field. Note: Local work instructions will help determine the correct fund code.
12	Select OAKS Manual in the Type field drop down list.
13	Press the tab key on the keyboard to enter the OAKS Manual selection and change

	available options in other fields. Note: The Frequency , Percentage and Recoup Amt fields become unavailable.
14	Use local work instructions to select the appropriate payment term in the Payment Term drop down list.
15	Click save in the AR maintenance panel. The message "save successful" appears in the AR Maintenance panel.
16	AR Information panel displays. Review A/R details in this panel to make sure that A/R was set up as desired. END TASK

Success

You have successfully completed this task when a message appears in the AR Maintenance panel indicating "save successful".

Practice

Create an account receivable with the recoupment type of OAKS Manual using this information:

- **Payee Type:** Provider
- **Provider ID:** Search for your provider, using the provider name assigned to you
- **Setup Amount:** \$50 or any amount
- **Reason:** 9607 - Medicare Crossover Wrong Provider or any reason
- **Fund Code:** 4510BCC or any fund code
- **Type:** OAKS Manual
- **Payment Term:** Option "B" (or any option.)
- **AR Number:** For this exercise only, type your birthday, (MM/DD/YYYY) then your street number. For real A/R records, you will follow local work instructions to assign a valid number.

All other fields will remain at their default settings. After you save the A/R, write down this "OAKS Manual" number so you can use it later in another task.

Creating an A/R with Recoupment Type of Manual

Overview

What

In this topic you learn how to create an A/R with a recoupment type of Manual. You usually do this in order to indicate funds are due, but that A/R details are not finalized for collection.

Who

This task will be performed by ODJFS Staff.

When

You will perform this task when you are instructed to do so by a business process or by accounting management.

Relevance

Multiple A/Rs are normally created quickly by creating a spreadsheet outside of MITS, and then requesting the upload of that spreadsheet into MITS.

When required by local work instructions or business process, however, an A/R can be created by using MITS panels. This task is important because:

- By correctly creating A/Rs you avoid wasting time tracking down and fixing A/R details.
- Money due the state is recouped in a speedy fashion when A/Rs are created correctly the first time.

If this task is not done correctly, it is possible that:

- Providers could be overbilled or under billed and payments could be delayed.
- ODJFS might never collect the money it is due.
- Financial reports will be incorrect leading to an inability to make the best financial decisions.

Requirements

In order to achieve the successful completion of this task, you must meet the following requirements before beginning:

- You must know the Payee ID or provider name, the setup amount, the reason for the A/R being created and the effective date.
- You must know the recoupment type for the AR is "Manual."
- You must have been given authority to create a new AR.

Guidelines

Check MITS first to make sure the A/R you are going to create for a given reason or amount has not already been created. **Most** A/Rs will be entered in batch mode through the upload of a spreadsheet outside of MITS. Other A/Rs will be entered as a result of Claims Adjustments.

When an A/R is created for an amount that is being negotiated, it can be a good idea to place the A/R in the Manual recoupment status, rather than OAKS Manual. A recoupment type of Manual indicates that no collection efforts will be attempted until the recoupment status is changed. This allows time for the final number to be negotiated, and the A/R to be changed to the appropriate agreed upon recoupment status.

The Payment term field for an account with the recoupment type of Manual is blank and cannot be changed.

If there is NO entry in the frequency field, the frequency is automatically set to Weekly.

It can be necessary at times, while still following local work instructions, to choose other recoupment types than automatic, other frequencies than weekly, and other payment terms than previously given if the payee needs more time or a different payment method to continue to function financially.

Follow local work instructions to generate the A/R numbers required to create an A/R. System generated accounts receivable will be automatically assigned AR numbers.

How To

Create an A/R with a Recoupment Type of Manual

Follow these steps from the MITS home page to create an AR with a recoupment type of Manual:

Step	Action
1	Point to Financial tab in MITS and click Accounts Receivable in the drop-down menu.
2	Find information about an A/R or multiple A/Rs that currently exist for the Provider and verify that the A/R you were tasked to create does not already exist. If it does, then the task is ended.
3	Right-click the Payee ID field in the Financial AR Search panel and drag down on the popup menu to copy.
4	Click the Add button in the Financial AR Search panel. Note: Recoupment Type field is set to Automatic by default, Recoupment Frequency field is set to Weekly by default, and Recoupment Percentage is set to 100% by default.
5	a. Create an A/R Number manually according to local work instructions. b. Type this A/R Number into the A/R Number field.
6	Right-click the Payee ID field in the Base Information panel and drag down on the popup menu to paste, populating the field with the Payee ID.
7	Press the tab key on your keyboard to enter the payee ID into the record you are creating.
8	Change the date in the Effective Date field to the desired date, if necessary.
9	Type the setup amount in the Setup Amount field.
10	Use local work instructions and select the appropriate reason for setting up this Account Receivable in the Reason Code dropdown field.
11	Type the Fund Code into the Fund Code field, unless it was automatically populated. You can also locate the correct fund code by clicking search next to the fund code field. Note: Local work instructions will help determine the correct fund code.

12	Select Manual in the Type field drop down list. Note: The Percentage and Recoup Amt fields become unavailable.
13	Set the Percentage field to 100 percent and recoup amt set to 0 , if those are not the settings already.
14	Click save in the AR Maintenance panel. The message "Save successful" appears in the AR Maintenance panel.
15	AR Information panel displays. Review A/R details in this panel to make sure that A/R was set up as desired. END TASK

Success

You have successfully completed this task when a message appears in the AR Information panel indicating "save successful".

Practice

Create an account receivable with the recoupment type of Manual using this information:

- **Payee Type:** Provider
- **Provider ID:** Search for your provider, using the provider name assigned to you
- **Setup Amount:** \$50 or any amount
- **Reason:** 9607 - Medicare Crossover Wrong Provider or any reason
- **Fund Code:** 4510BCC or any fund code
- **Type:** Manual
- **AR Number:** For this exercise only, type your birthday, (MM/DD/YYYY) then your favorite holiday. For A/R records, you will follow local work instructions to assign a valid number.

All other fields will remain at their default settings. After you save the A/R, write down "Manual" and then the A/R number so you can use it later in another task.

Changing Existing A/R's Recoupment Type to Automatic

Overview

What

In this topic you learn how to change an A/R recoupment type to Automatic.

Who

This task will be performed by ODJFS Staff.

When

You will perform this task when a provider asks for a modification and that request is allowable under existing local work instructions. This task is also done when requested by accounting management.

Relevance

You perform this task to modify an A/R recoupment type to automatic. Doing so:

- Allows for increased provider satisfaction as they may be able to financially manage better as a result of these changes.
- Could allow the provider to pay the balance on the account receivable sooner.

If this task is not done correctly, the provider could be over billed, under billed, or given too much time or too little time to pay. ODJFS could end up not collecting the funds due them at all, creating a financial loss.

Requirements

You must have been given authority to make the requested change to the existing A/R's recoupment type in the base information panel.

Guidelines

Business rules and local work instructions for changing A/R base information need to be followed.

- Setting a recoupment type to automatic deducts the amount due from any outstanding A/Ps belonging to this provider. This is the "standard" or "default" way of setting up an account receivable.
- If the provider has been set up with a recoupment limit that is SMALLER than what is entered in the A/R **recoup amount** field, or whatever amount the **percentage** field

would try to automatically recoup, then this smaller amount would automatically be used.

- If there is NO entry in the **frequency** field, the frequency is automatically set to Weekly.
- It can be necessary at times, while still following local work instructions, to choose other recoupment types than automatic, other frequencies than weekly, and other payment terms than previously given if the payee needs more time or a different payment method to continue to function financially.

How To

Change an A/R Recoupment Type to Automatic

Follow these steps from the MITS home page to change an A/R recoupment type to Automatic:

Step	Action				
1	Point to Financial tab in MITS and click Accounts Receivable in the drop-down menu.				
2	Use the A/R panels to find the A/R and verify that the A/R recoupment type has not already been modified to automatic. If it does, then task is ended.				
3	Click Base Information in the AR Maintenance panel.				
4	To change the date the A/R is to become effective, type the new date in the Effective Date field.				
5	Select the recoupment type of Automatic in the Recoupment Type field drop-down list.				
6	To change how often a payment is deducted from funds due the provider and applied to this A/R, select the appropriate frequency from the Frequency field drop-down list.				
7	By default when you specify the recoupment type of automatic, the Percentage field is set to 100 percent. You can choose to set either the Percentage field or the Recoup Amount fields, but not both: <table border="1" data-bbox="371 1558 1377 1785"> <thead> <tr> <th>TO:</th> <th>THEN perform the following steps:</th> </tr> </thead> <tbody> <tr> <td>Use the Percentage field, leaving the Recoup Amount field blank</td> <td> a. Highlight the percentage field and replace the contents with the desired percentage of the setup amount to be automatically deducted from funds due the provider. b. Click save in the AR maintenance panel. </td> </tr> </tbody> </table>	TO:	THEN perform the following steps:	Use the Percentage field, leaving the Recoup Amount field blank	a. Highlight the percentage field and replace the contents with the desired percentage of the setup amount to be automatically deducted from funds due the provider. b. Click save in the AR maintenance panel.
TO:	THEN perform the following steps:				
Use the Percentage field, leaving the Recoup Amount field blank	a. Highlight the percentage field and replace the contents with the desired percentage of the setup amount to be automatically deducted from funds due the provider. b. Click save in the AR maintenance panel.				

			<p>c. The message "Save successful" appears in the AR Maintenance panel. AR Information panel displays. Review AR details in this panel to make sure that AR was set up as desired. END TASK</p>
		<p>Use the Recoup Amount field instead of the Percentage field</p>	<p>a. Click the Percentage field and delete the contents. b. Click the Recoup Amounts field and enter the specific Recoupment Amount to be automatically deducted from funds due the provider. c. Click save in the AR maintenance panel. d. The message "Save successful" appears in the AR Maintenance panel. AR Information panel displays. Review A/R details in this panel to make sure that A/R was set up as desired. END TASK</p>

Success

You have successfully completed this task when a message appears in the AR Maintenance panel indicating "save successful".

Practice

Modify the manual recoupment type A/R you just created to the recoupment type of automatic using this information:

- **Type:** Automatic

All other fields will remain the same.

Changing Existing A/R's Recoupment Type to OAKS Manual

Overview

What

In this topic you learn how to change an A/R recoupment type to OAKS Manual.

Who

This task will be performed by ODJFS Staff.

When

You will perform this task when a provider asks for a modification and that request is allowable under existing local work instructions. This task is also done when requested by accounting management.

Relevance

You perform this task to modify an A/R recoupment type to OAKS Manual. Doing so:

- Allows for increased provider satisfaction as they may be able to financially manage better as a result of these changes.
- Invoices the provider for the A/R directly, rather than taking the funds from money due the provider.
- Could allow the provider to pay the balance on the Accounts Receivable sooner.

If this task is not done correctly, the provider could be over billed, under billed, or given too much time or too little time to pay. ODJFS could end up not collecting the funds due them at all, creating a financial loss.

Requirements

You must have been given authority to make the requested change to the existing A/R's recoupment type in the Base Information panel.

Guidelines

Business rules and local work instructions for changing A/R base information need to be followed.

It is necessary at times to choose other recoupment types than automatic, other frequencies than weekly, and other payment terms than previously given if the payee needs more time or a different payment method to continue to function financially.

OAKS Manual is used when the provider wishes to be billed by the state for the amount of the AR, or when a provider's outstanding A/R accounts are automatically rolled up after any one account goes more than 60 days late.

How To

Change an A/R Recoupment Type to OAKS Manual

Follow these steps from the MITS home page to change an A/R recoupment type to OAKS Manual:

Step	Action
1	Point to Financial tab in MITS and click Accounts Receivable in the drop-down menu.
2	Use the A/R panels to find the A/R and verify that the A/R has not already been modified. If it has, then this task is ended.
3	Click Base Information in the AR Maintenance panel.
4	To change the date the A/R is to become effective, type the new date in the Effective Date field.
5	Select the recoupment type of OAKS Manual in the Recoupment Type field drop-down list.
6	Select the appropriate payment term from the Payment Term drop-down list. Note: Use local work instructions to determine which payment term to select.
7	Click Save in the AR maintenance panel. The message "Save successful" appears in the AR Maintenance panel.
	Review the details shown in the AR Information panel to make sure that the A/R was changed as desired. END TASK

Success

You have successfully completed this task when a message appears indicating "save successful".

Practice

Modify an A/R you created with the recoupment type of automatic to the recoupment type of OAKS Manual using this information:

- **Type:** Automatic
- **Payment Term:** Any

All other fields will remain the same.

Changing Existing A/R's Recoupment Type to Manual

Overview

What

In this topic you learn how to change an A/R recoupment type to Manual.

Who

This task will be performed by ODJFS Staff.

When

You will perform this task when a provider asks for a modification and that request is allowable under existing local work instructions. This task is also done when requested by accounting management.

Relevance

You perform this task to modify an A/R recoupment type to Manual. Doing so:

- Allows for increased provider satisfaction as they may be able to financially manage better as a result of these changes.
- Could allow the Provider to pay the balance on the Accounts Receivable sooner.

If this task is not done correctly, the provider could be over billed, under billed, or given too much time or too little time to pay. ODJFS could end up not collecting the funds due them at all, creating a financial loss.

Requirements

You must have been given authority to make the requested change to the existing AR's recoupment type in the Base Information panel.

Guidelines

Business Rules and local work instructions for changing A/R base information need to be followed.

It is necessary at times to choose other recoupment types than automatic, other frequencies than weekly, and other payment terms than previously given if the payee needs more time or a different payment method to continue to function financially.

Select **Manual** when you don't want for there to be any attempts made to collect the receivable, but it still needs to exist. This is usually because the amount due on the A/R is still being negotiated.

How To

Change an A/R Recoupment Type to Manual

Follow these steps from the MITS home page to change an AR recoupment type to Manual:

Step	Action
1	Point to Financial tab in MITS and click Accounts Receivable in the drop-down menu.
2	Use the A/R panels to find the A/R and verify that the A/R has not already been modified. If it has, then this task is ended.
3	Click Base Information in the AR Maintenance panel.
4	To change the date the A/R is to become effective, type the new date in the Effective Date field.
5	Select the recoupment type of Manual in the Recoupment Type field drop-down list.
6	If these are not the settings already, type 100 into the Percentage field and 0 into the Recoup Amt field
7	Click Save in the AR maintenance panel. The message "Save successful" appears in the AR Maintenance panel.
	Review the details shown in the AR Information panel to make sure that the A/R was changed as desired. END TASK

Success

You have successfully completed this task when a message appears in the AR Maintenance panel indicating "save successful".

Practice

Modify an A/R you created with the recoupment type of OAKS Manual to the recoupment type of Manual using this information:

- **Type:** Manual

All other fields will remain the same.

Applying Dispositions to an A/R Balance

Overview

What

In this topic you learn how to either add or subtract from funds owed to ODJFS by using the A/R disposition panel.

Who

This task will be performed by ODJFS Staff.

When

You will perform this task requested to do so by local work process or management.

Relevance

You perform this task to modify the balance of an A/R for various reasons.

This is important to do so that the amounts of money due to ODJFS are calculated correctly.

If this task isn't done correctly, then the provider will not be billed correctly for what they actually owe. This could cause difficulties for the provider who is charged too much, or cost ODJFS money if they are charged too little.

Requirements

To complete this task, you must:

- Know how to find information about an A/R
- Have found the correct A/R that needs a disposition.
- Be authorized to add the disposition.

Note: There is a different task to follow if the disposition requires using a Cash Receipt.

Guidelines

Business rules and local work instructions for adding dispositions to an A/R need to be followed.

It is NOT recommended to use a disposition to increase the amount due on an OAKS Manual A/R in order to add a late fee or penalty. In these circumstances it is best to create a new A/R with an OAKS Manual recoupment type in order to make sure that the provider is billed correctly.

How To

Apply Dispositions to an AR Balance

Follow these steps from the MITS home page to apply dispositions to an AR balance]:

Step	Action
1	Point to Financial tab in MITS and click Accounts Receivable in the drop-down list menu.
2	Use the A/R panels to find the A/R and verify that the A/R has not already been modified with the disposition you were planning to add. If it does, then task is ended.
3	Click Dispositions in the AR Maintenance panel of the A/R you want to apply a disposition to.
4	Click Add in the Dispositions panel.
5	Type the amount of the disposition in the Disp Amount field.
6	Use local work instructions and select the appropriate reason in the AR Disp Reason Code field drop-down menu. Press the tab key on the keyboard to enter the code into the field.
7	If required by local work instructions delete the date in the Disposition Date field and type the correct Disposition Date .
8	Click save in the AR Maintenance panel. The message "Save Successful" appears in the AR Maintenance panel.
9	Review the AR Information panel to make sure that the disposition was applied as you intended. End Task.

Success

You have successfully completed this task when a message appears in the AR Maintenance panel indicating "Save Successful".

Practice

Add a disposition to any A/R for your assigned provider.

Disp Amount: \$20.00

AR Disp Reason Code: 8433 - A/R increase - misc.

All other fields will remain the same.

Using Mass Adjust Feature on a Group of A/Rs

Overview

What

In this topic you learn how to perform a mass adjustment on a group of A/Rs.

Who

This task will be performed by ODJFS Staff.

When

This task is most often performed when a provider has been purchased by another provider, and the provider number needs to be changed. Changing the provider number on an existing A/R can ONLY be done with the mass update feature in MITS.

If the same change is required on multiple A/Rs for the same provider the mass update feature in MITS can be used to make the change without being forced to apply manual updates to each A/R.

Relevance

This task is the ONLY way to change the provider number for an A/R that has already been created. If the wrong provider was used in an A/R, following the steps in this task can change it.

The Mass Update feature can modify several A/Rs at the same time. This saves time because otherwise you would need to enter the corrected information into each A/R Base Information panel field for multiple A/Rs for a given Provider.

If this task is not done correctly, it is possible that:

- Providers could be overbilled or under billed and payments could be delayed.
- ODJFS might never collect the money it is due.
- Financial reports will be incorrect leading to an inability to make the best financial decisions.

Requirements

You must have authority to make the requested changes to the existing A/R's Base Information panel.

You must also know what changes you want to make to information in the existing A/R's Base Information panel.

Guidelines

Check MITS first to verify the A/Rs you are planning to change have not already been changed.

Before changing the **Recoup Percentage** or **Recoup Amount** fields of a group of A/Rs, verify that **none** of the A/Rs you are planning to change are set to OAKS Manual. If one of the A/Rs you are modifying is set to OAKS Manual, you might set these fields to an incorrect value for that A/R.

Before changing the **Provider** field of a group of A/Rs, you must also verify that **none** of the A/Rs you are planning to change are set to OAKS Manual. If you must change the provider of an OAKS Manual A/R, then you must also contact ODJFS fiscal.

You cannot mass update a group of A/Rs from different providers.

All business rules and local work instructions for changing A/R base information should be followed.

How To

Mass Adjust a Group of ARs

Follow these steps from the MITS home page to mass adjust a group of A/Rs.

Step	Action						
1	Find information about an A/R or multiple A/Rs that currently exist for the provider whose A/Rs you were tasked to change. Verify that the A/R or A/Rs you were tasked to mass update have not already been updated. If they were already updated, then task is ended.						
2	Point to the Financial tab in MITS and click on Related Data in the drop-down menu.						
3	Click Other in the Related Data panel.						
4	Click Accounts Receivable Mass Update in the Related Data panel.						
5	To Search for A/Rs for a Provider, perform the following steps in the Accounts Receivable Mass Update panel: 1) Check Payee Type field, should be set to Provider. 2) If you know the Payee ID number, type it in the Payee ID field. If not click the [Search] button next to the Payee ID field and search to populate this field. 3) Press the tab key on the keyboard to enter the payee ID into the field. 4) Click the search button in the lower right corner of the Financial AR Search panel. A list of A/Rs appears for the Payee ID used. Note: Enter information as necessary into the Effective Date From, Effective Date To, Reason Code and Fund Code fields to narrow your search results. Click search next to the Fund Code field to help you locate the correct fund code.						
6	Click the check box next to the A/Rs you wish to modify.						
7	Using the Mass Update Entry panel, change the values for the A/R's fields as described below: <table border="1" data-bbox="371 1535 1377 1801"> <thead> <tr> <th>To Change:</th> <th>THEN:</th> </tr> </thead> <tbody> <tr> <td>Payee ID</td> <td>Type the new Payee ID in the Payee ID field, or use the [search] button next to the field to locate the correct Payee ID.</td> </tr> <tr> <td>Recoupment Amount</td> <td>Type the new recoupment amount in the Recoupment Amount field.</td> </tr> </tbody> </table>	To Change:	THEN:	Payee ID	Type the new Payee ID in the Payee ID field, or use the [search] button next to the field to locate the correct Payee ID.	Recoupment Amount	Type the new recoupment amount in the Recoupment Amount field.
To Change:	THEN:						
Payee ID	Type the new Payee ID in the Payee ID field, or use the [search] button next to the field to locate the correct Payee ID.						
Recoupment Amount	Type the new recoupment amount in the Recoupment Amount field.						

	<table border="1"> <tr> <td data-bbox="375 203 724 260">Effective Date</td> <td data-bbox="724 203 1373 260">Type the new date in the Effective Date field.</td> </tr> <tr> <td data-bbox="375 260 724 348">Recoupment Percentage</td> <td data-bbox="724 260 1373 348">Type the recoupment percentage in the Recoupment Percentage field.</td> </tr> <tr> <td data-bbox="375 348 724 436">Mass Comment Entry</td> <td data-bbox="724 348 1373 436">Type the comment in the Mass Comment Entry field</td> </tr> </table> <p data-bbox="318 485 1422 674">Note: If you attempt to enter a value into either the Recoupment Amount or the Recoupment Percentage fields when there is already a value greater than 0 in one of the fields, the message “Recoupment Pct and Recoupment Amt cannot both be > 0. If you continue, all selected ARs will have Recoup Pct set to 0.00%. Continue processing anyways?” will appear. Click yes if you are sure that the percentage or amount you entered is correct.</p>	Effective Date	Type the new date in the Effective Date field.	Recoupment Percentage	Type the recoupment percentage in the Recoupment Percentage field.	Mass Comment Entry	Type the comment in the Mass Comment Entry field
Effective Date	Type the new date in the Effective Date field.						
Recoupment Percentage	Type the recoupment percentage in the Recoupment Percentage field.						
Mass Comment Entry	Type the comment in the Mass Comment Entry field						
8	<p data-bbox="318 709 816 741">Click save in the Related Data panel.</p> <p data-bbox="318 747 1406 842">The message “Save was Successful” appears in the Related Data panel. Review A/R details of the selected A/Rs in the Accounts Receivable Mass Update panel to make sure that the selected A/Rs were set up as desired.</p>						

Success

You have successfully completed this task when the message “Save was successful” appears in the Related Data panel.

Practice

Mass adjust a group of A/Rs for your assigned provider.

Recoupment Amount: \$20.00

All other fields will remain the same.

Viewing Aged A/Rs

Overview

What

In this topic you learn how to view outstanding account receivables (A/Rs) that are beyond the aging threshold limit.

You perform this task to create, in real time, a list of OAKS Manual recoupment type A/Rs that were created when a provider's automatic recoupment type A/Rs were "rolled up" into one OAKS Manual invoice and billed as result of ANY one of these provider's automatic A/Rs being more than 60 days old.

Who

This task will be performed by ODJFS Staff.

When

This task will be performed when required by business process or requested by accounting management.

Relevance

You perform this task in order to:

- Find out in "real time" what A/Rs are beyond the aging threshold limit
- Track whether amounts being billed directly to providers due to late or missing payments from providers are rising or falling.

The only way to not perform this task correctly is to put in inaccurate search data. This will result in inaccurate results about how much money is being billed directly to the providers for missing or late payments.

Requirements

You must have the following information in order to complete this task:

- Access to the financial subsystem and A/R panels
- The Effective Date Range (Definition: The earliest A/R effective date and the latest A/R effective date)

Guidelines

Once **ANY** of a provider's accounts receivable shows NO activity for more than 60 days, and the recoupment type is set to automatic, frequency weekly, then MITS will automatically disposition **ALL** of the provider's open account receivables that are set to the recoupment type of automatic, and frequency of weekly, to 0 balance.

This includes every open A/R, even if it's only one day old.

MITS will then automatically create one (1) account receivable for the total of those "rolled up" accounts receivable using the **OAKS Manual** recoupment type with a reason relating to late payment. That account will be billed directly to the provider.

How To

View Aged Account Receivables (A/Rs)

Follow these steps from the MITS home page to view aged accounts receivables (A/Rs):

Step	Action
1	Point to the Financial tab in MITS and click Accounts Receivable in the drop-down menu.
2	Select the desired production reason code relating to late payments in the Reason Code field drop-down list.
3	Select the desired setting in the Status field drop-down list. Note: Set to closed to find only records that are inactive, meaning there is no outstanding balance. Set to Active if you want to display the A/Rs WITH an outstanding balance.
4	Next to the View field choose either Summary or Detail boxes. Note: Summary means that the search will not return fund codes and reason codes for an AR. Detail will show those fields in addition to the other fields.
5	Set the Effective Date To field to today's date, (unless the query is for analysis). Set the Effective Date From field to at least 60 days previous to today's date. Note: Use the format MM/DD/YYYY to enter the date.
6	Click search button in lower right hand corner of panel to display the results. Note: Totals at the bottom of the list are for multiple pages, if any.

Success

You have successfully completed this task when the search results appear that allow you to answer whatever question you or someone else has about the status of current aged receivables.

Practice

View aged A/Rs.

Effective Date From: 1/1/2006

Effective Date To: Today's date

Reason: Late Payment Related

All other fields will remain the same.

Viewing A/R Reports

Overview

What

In this topic you learn how to view A/R reports in MITS.

Who

This task will be performed by ODJFS staff.

When

You will perform this task when required by business process or requested by accounting management.

Relevance

You perform this task in order to view the information in the following A/R related reports:

- CPAO Summary
- Daily Cash Control Balance
- Daily Cash Deposit Log
- Daily Cash Receipt By Unit
- Daily Cash Receipt Log By CCN
- Payment Inquiry
- Payment Status/Recon
- Provider Payment Pull Request

You view A/R reports as described in this topic, when you wish to search the MITS database as it exists in "real time".

If the reports are not queried and requested accurately, the following situations may occur:

- Incorrect information could then be given to management or a provider, potentially leading to serious financial issues.
- Entering inaccurate search data could result in obtaining erroneous data: You might not realize your error when viewing the results.

Requirements

In order to complete this task you must have knowledge of:

- What is contained in the reports
- Whether the reports can display the type of information desired by management

List of reports you must have the above knowledge of:

- CPAO Summary
- Daily Cash Control Balance
- Daily Cash Deposit Log
- Daily Cash Receipt By Unit
- Daily Cash Receipt Log By CCN
- Payment Inquiry
- Payment Status/Recon
- Provider Payment Pull Request

How To

View Accounts Receivable Reports in MITS

Follow these steps from the MITS home page to view the Accounts Receivable reports:

Step	Action
1	Point to Financial in top menu and click Rpts and Letters .
2	Click report you want to generate.
3	Populate the fields in the [report name] panels that display to narrow your search results.
4	Click view .
5	Note: If the report provides the information you desired, task is ended . If not, try using different entries in the fields in the [report name] panels.

Success

You have successfully completed this task when the report search results appear giving you the desired information.

Practice

View Payment Status/Recon report.

All fields remain the same, just click **view**.

About Cash Receipts

Overview

Cash receipts (C/Rs) are funds received from external sources. The reasons for a cash receipt can be a provider wanting to refund the overpayment of a claim, payment from other insurance, refunds resulting from an audit, or payment for an outstanding account receivable.

ODJFS receives cash from external sources automatically via Lockbox deposit and direct mail. The funds received are processed in both the Ohio Administrative Knowledge System (OAKS) and the Medicaid Information Technology System (MITS). Each cash receipt is assigned a CCN (Cash Control Number) and a Batch Number. The Batch number identifies the source of the funds.

Information given from the payment is ordinarily enough for MITS to automatically disposition a C/R correctly. There are times, however, when not enough information is provided with the payment. ODJFS employees must research either who sent the money, or why they sent it, or both. The C/R must then be updated with the correct information and the funds dispositioned.

Creation Methods

There are two ways to receive payment, either by Electronic Receipt or by Direct Entry.

Receiving Types	Description
Electronic Receiving	<p>Electronic Receiving</p> <ol style="list-style-type: none"> 1. Upon receipt, funds are recorded in OAKS and matched to an outstanding accounts receivable (A/R) if possible.  <p>Only A/Rs with OAKS Manual recoupment type are available for matching in OAKS.</p> <ol style="list-style-type: none"> 2. The OAKS Financial Interface System (OFIS) generates a daily cash receipts file (INF52) from OAKS and forwards to MITS. This file identifies both matched and unmatched cash receipts. MITS processes the transactions according to the categories below. <ul style="list-style-type: none"> • Matched MITS automatically applies the matched cash receipts to outstanding A/Rs using the invoice number (as indicated on the interface file received).

	<ul style="list-style-type: none"> • Unmatched Unmatched cash receipts remain outstanding until manually researched and dispositioned.
Individual Direct Entry	<p>All cash receipts should be received in the interface file from OAKS. Forward any checks received by Ohio Health Plans (OHP) directly to the Office of Fiscal & Monitoring Services (OFMS) for entry to OAKS. There they will be processed via the normal workflow.</p> <p>MITS does allow users to add and delete cash receipts in the Cash Receipts Maintenance panels. However, this procedure is not recommended as there is a possibility for creating a duplicate cash receipt. If a C/R must be added or deleted for some reason, then it should be performed by Supervisors/Managers only.</p> <p>CAUTION: If OHP enters a check directly to MITS, the user must contact OFMS immediately and inform them of the action taken.</p>

Reports

Listed below are the most commonly-used reports for cash receipts:

ID	Report Name	Frequency	Report Description
FIN-CR05-W	Cash Dispositioned Not Posted	Weekly	The Cash Dispositioned Not Posted weekly, batch report itemizes all provider refund cash receipts which have been fully dispositioned but not fully posted. It lists the original cash receipt amount, disposition amounts posted to date and not posted to date for each receipt. It is broken down by Unit and for each Unit it is segregated into age categories of 00 - 20, 21 - 45, 46 - 60, 61 - 90, 91 - 120, 121 - 365 and 365 +days. It will be used to identify CCNs with dispositions that still need to be posted.
FIN-CR10-W	Cash Disposition Adjustment Postings	Weekly	The Cash Dispositions Adjustment Postings report details each of the cash control numbers (CCNs) that have a disposition during the current financial cycle. The sort order of the report is by CCN. The last line of the report is the sum of the values in the Amount Cash Disposition field.
FIN-CR11-M	Cash Receipts Posted By Fund Code	Monthly	The Cash Receipts Posted By Fund Code report displays all posted cash transactions by fund code. This report does not display cash refunds.

FIN- CR16-O	Daily Cash Receipt Log by CCN	Online report - always can be run	The Daily Cash Receipt Log by CCN on-request, online report displays all deposit transactions by CCN Number. This is an online report that can be run at any time for any deposit date. The sequence is by CCN, then by Unit. This report will show the complete total at the bottom of the report for all CCN's.
FIN- CR17-O	Daily Cash Receipt Log by Unit	Online report - always can be run	The Daily Cash Receipt Log by Unit on-request, online report displays all deposit transactions by each unit. This is an online report that can be run at any time for any deposit date. The sequence is by Unit (Drug Rebate, MED, SUR, TPL), then Cash Control Number (CCN). This report will sub-total by unit and report the complete total at the bottom of the report for all of the units. This report is utilized to aid in the tracking and control of accounts receivable and to report to the state agency all weekly activity associated with an outstanding account receivable.
FIN- CR18-O	Cash Control Balance	Online report - always can be run	The Cash Control Balance Report daily, online report is used to balance the daily cash receipts. It reports the total count of CCN's for the day and the number of CCN's that will be deposited. This report can be run at any time for any deposit date.
FIN- CR19-O	Daily Cash Deposit Log	Online report - always can be run	The Daily Cash Deposit Log daily, online report is used to balance to deposits. It is summarized by unit/reason and provides the total of the deposit on the bottom of the page. This report can be run at any time for any deposit date. This report is utilized to aid in the tracking and control of accounts receivable and to track all weekly activity associated with an outstanding account receivable. This report is grouped by reason code, including subtotals at reason code breaks.
FIN- CR21-M	Cash Receipts Posted by Unit	Monthly	The Cash Receipts Posted by Unit report gives a detailed listing of all posted cash transactions by business unit except for Drug Rebate. This report does not display cash refunds or Drug Rebate cash postings.
FIN- CR22-M	Cash Summary - by Reason	Monthly	The Cash Summary - by Reason report displays a summary of the number and amount of cash receipts posted during the month. This report is grouped by reason code.

Check Your Understanding

This activity contains questions to assess your understanding of key concepts in this topic. Review the topic if your score is below your standards.

What kind of an A/R is generated when it is determined the Provider needs to receive an invoice, meaning they are required to pay in cash?

- A. Manual
- B. Automatic
- C. OAKS Manual
- D. Term

When it is necessary to only create a single A/R, then the best course of action is to create a mass upload spreadsheet.

- A. True
- B. False

A/Rs can be generated by any of these means. Select all that apply.

- A. System Generated
- B. Mass Upload using spreadsheet
- C. EDMS Interface
- D. Individual entry through MITS panel

Summary

In this lesson, you learned the following information about accounts receivable:

- There are three ways that accounts receivable are created:
 - System generated
 - Mass upload through a spreadsheet
 - Individually
- There are three different types of accounts receivable:
 - Automatic - for when the payment is recouped automatically from a provider's account.
 - OAKS Manual - for when the provider is to be billed.
 - Manual - usually for when amounts are being negotiated with the provider, and there is no requirement for immediate recoupment or billing.
- Various reason codes for an A/R affect which A/R type to use.

Introduction to the C/R Search Function

Overview

There are two panels that you can use to search for cash receipts. Each of the panels requires specific information in order to return search results:

- The Mini-Search panel requires that you provide only a CCN number.
- The Financial Cash Receipt Search panel searches using either a CCN, OAKS Name, Payee Type and ID, Receipt Date Range, or Payment Date Range

In this lesson you will have the opportunity to see both of the search panels and familiarize yourself with the required fields.

The C/R Mini-Search panel

The **C/R Mini-search** panel provides an easy way for you to find and view a C/R using only the C/R number.

The image below illustrates the **C/R Mini-search** panel.

The screenshot shows a web interface for searching cash receipts. At the top, there are navigation tabs: "pay ded", "pay", "payment hold", "related data", "rpts<rs", "\$ cycle", "sch maint", and "1099". Below these is a search bar with the text "Next Search By: CCN" and "Search quickly by CCN Number". A red arrow points from the search bar to the "search" button. To the right of the "search" button are "clear" and "adv search" buttons. Below the search bar is a table titled "Cash Receipt Information" with a help icon and an up arrow icon. The table has two columns: "CCN" and "Paid Amount". The "CCN" column contains the value "000400211" and the "Paid Amount" column contains the value "\$100.00".

Cash Receipt Information	
CCN 000400211	Paid Amount \$100.00

The C/R Search panel

The Financial Cash Receipt Search panel enables you to search for existing accounts receivable by a CCN, OAKS Name, Payee Type and ID, Receipt Date Range, or Payment Date Range. One of these values is required in order to execute a cash receipts search.

In addition, you can specify any of these additional search criteria in order to narrow your search results:

- Paid amount
- Payment number
- Reason/Unit

The image below illustrates the Financial Cash Receipt Search panel.

Financial Cash Receipt Search

Search for a specific C/R by using the **CCN** field, or search through all CCNs by specifying either the OAKS Name, the Payee Type and ID, the Receipt Date Range or the Payment Date Range. The other criteria types are optional

CCN:

Payee Type:

Payee ID: [Search]

OAKS Name:

Paid Amount: \$0.00

Payment No:

Payment Type:

Reason/Unit:

Receipt Date: From 01/01/2005 Thru 08/01/2010

Payment Date: From Thru

Records: 20

Buttons: search, clear, add

Search Results

CCN	Name	Payee ID	Payee Type	Payment Amount	Payment No	Payment Date	Receipt Date
000400211	SMITH HOUSE	7472611	P Provider	\$100.00	112233	06/01/2010	06/18/2010
000400213	AT2 ACCOUNT	7472611	P Provider	\$50.00	141324	06/26/2010	06/26/2010

Select a cash receipt from the search results to view the details.

Check Your Understanding

This activity contains questions to assess your understanding of key concepts in this topic. Review the topic if your score is below your standards.

Which of the following search criteria can you use to search C/Rs from the **Mini-search** panel?

- A. CCN
- B. Payee ID

Which of the following C/R search criteria are optional?

- A. Paid Amount
- B. Payment Number
- C. Payment Type
- D. All of the above

Summary

In this lesson, you learned that there are two cash receipt search panels:

- CCN Mini-Search panel
- Financial Cash Receipt Search panel

You also learned that you must, at a minimum, provide one of the following search criteria in the Financial Cash Receipt Search panel:

- CCN
- OAKS Name
- Payee Type and ID
- Receipt Date Range
- Payment Date Range

Finding and Viewing Information about a Cash Receipt

Overview

What

In this topic you learn how to find information about a C/R or C/Rs in MITS.

You perform this task to find information relating to any given C/R or C/Rs by CCN, or for any given provider, date range or payment range.

Who

This task will be performed by ODJFS Staff.

When

You perform this task when there is a need to know specific information about a C/R or C/Rs for business reasons.

Relevance

This task is performed when there is a need to know specific information about a C/R or C/Rs for business reasons.

You perform this task to find information about desired C/R records, or to find whether a C/R record exists at all.

This is often done to:

- Make sure that you don't create duplicate C/Rs.
- Answer questions you or anyone else may have about any aspect of the C/Rs.
- Do proper accounting as well as provide quality customer service.
- Verify funds are correctly dispositioned.

If this task is not accomplished correctly, the following could occur:

- You might not be able to find the balance and status of existing C/Rs.
- You might not be able to determine if a C/R exists.
- You might not be able to determine if a C/R was correctly dispositioned.
- You might not be able to provide correct information regarding how funds that were sent to the ODJFS were applied or dispositioned, leading to provider dissatisfaction.
- You might not realize that funds are available to be dispositioned. This creates the situation of money that should be dispositioned isn't made available to departments that need funds.

Requirements

You must have one of the following pieces of information in order to complete this task. The more information you have, the more successful your search is likely to be:

- The Cash Control Number, (CCN), of the Cash Receipt
- The Payee ID number OR know how to search for a Payee ID
- OAKS Name of the provider
- The Receipt Date Range
- The Payment Date Range

Guidelines

The more information you have about the C/R you are checking, the quicker the search for that C/R will be in MITS. You may need to review a number of sub-panels to discover the information you are looking for.

How To

Find Information Regarding a C/R

Follow these steps from the MITS home page to find information regarding a C/R:

Step	Action								
1	Point to Financial tab in MITS and select Cash in the drop-down list menu.								
2	To Search for a C/R or C/Rs, perform at least one of the following steps, all of which can be used in any combination: <table border="1" data-bbox="371 1297 1377 1780"> <thead> <tr> <th>TO Search by:</th> <th>THEN:</th> </tr> </thead> <tbody> <tr> <td>CCN Number</td> <td>a. Type the CCN number in the CCN Number field b. Click the search button in the Financial Cash Receipt Search panel.</td> </tr> <tr> <td>OAKS Name</td> <td>a. Type the OAKS Name for the provider in the OAKS Name field b. Click the search button in the Financial Cash Receipt Search panel.</td> </tr> <tr> <td>Provider</td> <td>a. Select Provider in the Payee Type drop-down list field. b. If you know the Payee ID number, type it in the Payee ID field. If not click the [Search] button next to the Payee</td> </tr> </tbody> </table>	TO Search by:	THEN:	CCN Number	a. Type the CCN number in the CCN Number field b. Click the search button in the Financial Cash Receipt Search panel.	OAKS Name	a. Type the OAKS Name for the provider in the OAKS Name field b. Click the search button in the Financial Cash Receipt Search panel.	Provider	a. Select Provider in the Payee Type drop-down list field. b. If you know the Payee ID number, type it in the Payee ID field. If not click the [Search] button next to the Payee
TO Search by:	THEN:								
CCN Number	a. Type the CCN number in the CCN Number field b. Click the search button in the Financial Cash Receipt Search panel.								
OAKS Name	a. Type the OAKS Name for the provider in the OAKS Name field b. Click the search button in the Financial Cash Receipt Search panel.								
Provider	a. Select Provider in the Payee Type drop-down list field. b. If you know the Payee ID number, type it in the Payee ID field. If not click the [Search] button next to the Payee								

	<table border="1"> <tr> <td></td> <td> <p>ID field and search to populate this field.</p> <p>c. Click the search button in the Financial Cash Receipt Search panel.</p> </td> </tr> <tr> <td>Receipt Date: From and Receipt Date: To fields</td> <td> <p>a. Type the earliest receipt date you want to view C/Rs from into the Receipt Date: From field.</p> <p>b. Type the latest receipt date you want to view C/Rs from into the Receipt Date: To field.</p> <p>c. Click the search button in the Financial Cash Receipt Search panel.</p> </td> </tr> <tr> <td>Payment Date: From and Payment Date: To fields</td> <td> <p>a. Type the earliest date you wish to see C/Rs from into the Payment Date: From field.</p> <p>b. Type the latest date you wish to view C/Rs from into the Payment Date: To field.</p> <p>c. Click the search button in the Financial Cash Receipt Search panel.</p> </td> </tr> </table> <p>Note: In order to narrow or broaden your search results, in addition to the steps above, you can choose any of the optional steps from Step 3.</p>		<p>ID field and search to populate this field.</p> <p>c. Click the search button in the Financial Cash Receipt Search panel.</p>	Receipt Date: From and Receipt Date: To fields	<p>a. Type the earliest receipt date you want to view C/Rs from into the Receipt Date: From field.</p> <p>b. Type the latest receipt date you want to view C/Rs from into the Receipt Date: To field.</p> <p>c. Click the search button in the Financial Cash Receipt Search panel.</p>	Payment Date: From and Payment Date: To fields	<p>a. Type the earliest date you wish to see C/Rs from into the Payment Date: From field.</p> <p>b. Type the latest date you wish to view C/Rs from into the Payment Date: To field.</p> <p>c. Click the search button in the Financial Cash Receipt Search panel.</p>
	<p>ID field and search to populate this field.</p> <p>c. Click the search button in the Financial Cash Receipt Search panel.</p>						
Receipt Date: From and Receipt Date: To fields	<p>a. Type the earliest receipt date you want to view C/Rs from into the Receipt Date: From field.</p> <p>b. Type the latest receipt date you want to view C/Rs from into the Receipt Date: To field.</p> <p>c. Click the search button in the Financial Cash Receipt Search panel.</p>						
Payment Date: From and Payment Date: To fields	<p>a. Type the earliest date you wish to see C/Rs from into the Payment Date: From field.</p> <p>b. Type the latest date you wish to view C/Rs from into the Payment Date: To field.</p> <p>c. Click the search button in the Financial Cash Receipt Search panel.</p>						
3	<p>To narrow the search results further, perform these optional steps:</p> <p>a. Type the amount you know was paid in the Paid Amount field.</p> <p>b. Type the Payment Number in the Payment Number field.</p> <p>c. Select the desired setting in the Reason/Unit field drop-down list.</p> <p>Note: After clicking the Search button, results will display in a search results panel, (unless there is only one match for the search, in which case the Cash Receipt Information panel and the Cash Receipt Maintenance panels open. The Cash Receipt Information panel gives the information on that C/R.)</p>						
4	<p>If you are able to satisfy the request for information with the results in the search panel, then task is ended.</p> <p>If not, then click on one of the C/Rs listed in the search results panel.</p>						
5	<p>If you are able to satisfy the request for information by using the results in the Cash Receipt Information panel displayed, then task is ended.</p> <p>If not, then go to the next step.</p>						

6	You can find out more information about a C/R by following these steps:	
	For More Information About:	THEN:
	How the CR was set up	Click Base Information in the CR Maintenance Panel.
	Individual dispositions in this CR	<p>a. Click Disposition in the CR Maintenance Panel, and review information dispositions in list format for this CR.</p> <p>If you are able to satisfy the request for information by using the results in the Disposition panel displayed, then task is ended.</p> <p>b. Click the line representing the disposition for which you which you need to check the information in the Related Txn Number or Related Payment: Issue Date field of that disposition.</p>
	Comments about Dispositions made	Click Disposition Comments in the CR Maintenance Panel.

Success

You have successfully completed this task when a message appears in the Cash Receipt Maintenance panel indicating "save successful".

Practice

Find Information about a C/R.

Payee ID: Use the provider ID supplied earlier.

All other fields will remain the same. Use links to discover other information about the C/R. When you are done, leave the account receivable open on your screen and be prepared to answer questions about the details of the account.

Introduction to C/R and Disposition Related Panels

Overview

MITS provides a series of panels that you use for searching, viewing, and modifying cash receipts. In this lesson, you will see the MITS cash receipt panels and gain an understanding of the function of each of them.

The CR Information Panel

The **CR Information** panel displays current information about the C/R that you have selected. The information cannot be changed or modified in this screen, but some of the fields can be changed or modified in other panels. The image below illustrates the **CR Information** panel:

Cash Receipt Information			
CCN	000400211	Paid Amount	\$100.00
OAKS Name	SMITH HOUSE	Payment No	112233
Payee Type	Provider	Payment Date	06/01/2010
Payee ID	8378778291	Payment Type	Cash
Second Name		Status	Active
MITS Name	SMITH HOUSE		
Receipt Date	06/18/2010		
Reason/Unit	OTHER		

CR Maintenance Panel

The **Cash Receipt Maintenance** panel provides links to the other cash receipt panels. In addition, the button for saving a modified C/R is here. While a button for starting a new C/R also appears here, to avoid creating duplicate C/Rs, do not use it.

The image below illustrates the **Cash Receipt Maintenance** panel:

Cash Receipt Maintenance		Select an area to add or modify		Prefs Top Bot ? ↕
Cash Receipt		Base Information	Cash Receipt Comment	Disposition ← Links to display the other C/R panels
Save or cancel Do not use!		Disposition Comment	Generate Letter	
save	cancel	new		

The CR Base Information Panel

The **Base Information** panel contains the primary, required fields for a C/R record. Use these fields for updating the details of an existing C/R.



Do not create a C/R using this panel. If you receive a check, send it to OAKS to be processed. A C/R will be created at that time.

Base Information		*Receipt Date		Use this panel only to update a cash receipt with corrected provider and payee ID information. Cash receipts are created by OAKS. An asterisk (*) appears next to the required fields.
CCN	000400211	*Reason/Unit	06/18/2010	
*Payment Type	Cash	*OAKS Name	800 - Other	
*Paid Amount	\$100.00	Second Name	SMITH HOUSE	
*Payment No	112233	Status	A - Active	
*Payment Date	06/01/2010			
Payee Type	P Provider			
*Payee ID	837877829: [Search]			

Additional Information Panels

The Disposition Panel

The **Disposition** panel allows you to create a new C/R disposition or see the details of previous dispositions to a C/R.

Disposition				Txn Posted		Disp Amount	
1	8220 - Interest	YES	\$5.00				
2	8306 - Provider Billing Error	YES	\$10.00				
3	8437 - LTC Patient Liability Applied	YES	\$5.00				
4	8437 - LTC Patient Liability Applied	YES	\$5.00				
5	8521 - Drug Rebate Credit	YES	\$5.00				

Check here to verify the balance of a C/R → **Balance: \$70.00**

Select row above to update -or- click Add button below.

Disp Sequence		Txn Posted	NO	Existing dispositions are listed here.
Payee Type		Date Posted		
Payee ID	[Search]	Related Txn Number		
Fund Code	[Search]	Related Txn Type		
Reason Code				
Disp Amount				

add

The Generate Letters panel

The **Generate Letter** panel allows you to send a letter to an entity asking them to submit documentation about the cash receipt you are researching.



The Preview mode only? window

The **Preview mode only?** window opens after clicking **Generate Letter** in the Generate Letter panel. You can choose to see a preview of the letter by clicking on the **Preview Mode Only?** checkbox.



The Request for Documentation Letter

The **Request for Documentation** letter will be what is sent to an entity asking them to provide ODJFS with the actual documentation required to process a cash receipt correctly.

-*- Demonstration Powered by HP Exstream 08/02/2010, Version 7.0.606 32-bit -*-



Ted Strickland, Governor
Douglas E. Lumpkin, Director

August 12, 2010
SMITH HOUSE
2018 CERULLO ROAD
CUYAHOGA CO BOARD OF MR/DD
GREAT BARRINGTON, OH 19881 8609

Dear Medicaid Provider

We have received check #112233 for \$100.00 that was deposited on June 1, 2010. Although the check has been deposited, we did not receive one or more of the following documents that must be included in order to properly process the funds you are returning to Medicaid:

- Adjustment Form 6766 (hospitals only)
- Adjustment Form 6767 (all providers except hospitals)
- Medicaid Remittance Advice with TCNs highlighted

If the check was misdirected to the ODJFS Medicaid program, please return this letter with all the documentation and a written request to return the funds to you.

For copies of the Medicaid Remittance Advice, please phone 1-800-866-1516. The ODJFS Adjustment Request form 6766 and 6767 may be found on the ODJFS web page. Send the additional information to:

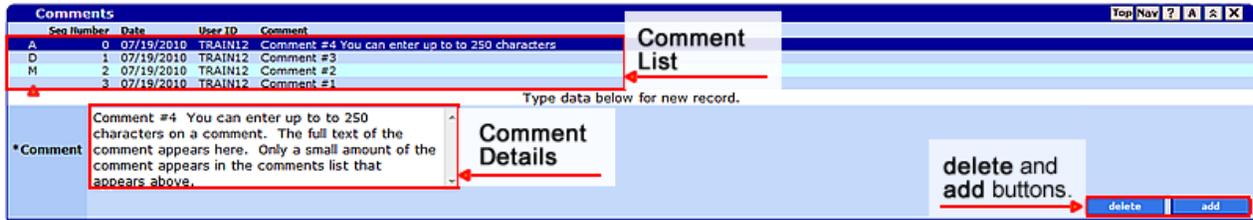
Ohio Department of Job & Family Services
Claims Reconciliation Section
Claims Adjustment Unit
P.O. Box 309
Columbus, Ohio 43216-0309

If you have questions concerning this letter, contact us at (614) 466-5080.

Sincerely

The Comments Panel

The **Comments** panel allows you to enter free-form comments related to the cash receipt.



Check Your Understanding

This activity contains questions to assess your understanding of key concepts in this topic. Review the topic if your score is below your standards.

Which of the following cash receipt related activities should not be done?

- A. **Modifying an existing C/R**
- B. **Checking C/R dispositions**
- C. **Adding comments to a C/R**
- D. **Adding a C/R**

Summary

In this lesson, you viewed illustrations and read descriptions of each of the MITS C/R panels.

You should be able to explain the function of each of them.

Locating Non-Posted Cash Receipts and Researching How to Disposition Them

Overview

What

In this topic you learn how to locate non-posted cash receipts and research how they should be dispositioned.

Who

This task will be performed by ODJFS Staff.

When

This task is performed when it is assigned by accounting management.

Relevance

This task is performed because money has been received by the state from an unknown provider for an unknown reason. It is really a troubleshooting task. In almost all cases, this task is done because payment was sent to MITS without adequate documentation for the bank to determine how to correctly apply money to the correct accounts. This task is only performed when the bank cannot identify the entity ID from the document deposited, and the deposit is flagged as a "non-posted cash receipt"

You must determine who sent the money, contact them to determine why they sent the money, and save their Payee ID in the C/R record in question. After this, generate a letter that you will send them so that they know what additional documentation they need to provide. This is important because without being sure who sent it and why, you can't correctly allocate funds from a C/R, and thus this money remains unavailable to fund ongoing operations.

All of the information discovered in this task will normally have already been captured by the bank where providers and others make their payments to the state.

If this task is not done correctly, then it is possible that:

- Providers will not know what to pay, because their remittance advisories will not reflect money that was sent.
- Providers will not receive refunds of overpayments they are due.
- Reports will be inaccurate.
- There will be wasted effort involved in looking up multiple times who the provider was that sent in a particular non-posted cash receipt.

Requirements

You must have the following to complete this task:

- Access to COLD reports financial reporting, and knowledge of how to use COLD reports.
- Authorization to contact providers directly.
- Verbal and telephone skills to work with the provider to find out if they sent the money, and if so, why the sent the money.

Guidelines

All COLD reports, including the "Non-Posted Cash Receipt Report," are NOT generated in real time, and thus could be out of date. A report could show a C/R (cash receipt), as non-posted that actually was allocated. You must use MITS to locate the C/R and make sure that it is still not dispositioned before checking to see who sent it.

It's also important to clearly identify that who is working on which non-posted cash receipts to avoid creating duplicate transactions.

MITS does not track cash receipts with a "cash receipt number", but rather with a cash control number, referred to as a CCN.

How To

Locate Non-posted Cash Receipts and Research How They Should be Dispositioned

Follow these steps from the MITS home page to locate Non-posted Cash Receipts and research how they should be dispositioned.

Step	Action
1	Click COLD Reports .
2	Use COLD Reports to generate a report for Non-Posted Cash Receipts.
3	Print the resulting report, if so desired. Note: If you are not printing, you can also copy and paste the CCN (Cash Control Number,) of the C/R or C/Rs (cash receipts,) in this report and their remaining balances to another application to be used later in this task. C/Rs are identified by their CCN.
4	Navigate to MITS main page.
5	Point to Financial tab and click on Cash Receipt in drop-down list.
6	Type a CCN into the CCN field. Note: This CCN will be from the "Non-Posted Cash Receipts" report that you previously generated.
7	Click Search . This will open the Cash Receipt Information panel and the Cash Receipt Maintenance Panel for this CCN.
8	Click Dispositions in the Cash Receipt Maintenance panel and verify that the balance shown in the COLD report for this CCN number matches the results in the Dispositions Panel. Then: 1) If there is no balance left, the task is over . 2) If the Dispositions panel shows a different balance than in COLD report, ignore the COLD report balance and continue.
9	Copy to the clipboard or notepad the OAKS name in the OAKS Name field in the Cash Receipt Information panel.
10	Point to Provider in top menu, right click on search in drop-down menu and drag down to Open in New Window . Note: The search feature in the Provider panels will be used to discover potential contacts who could have sent the non-posted Cash Receipt.

11	Paste the OAKS name into Business OR Last Name field in the Provider Search panel. Note: If the OAKS name is an individual, not a business, just use their last name.										
12	Click search button in lower right corner of Provider Search panel.										
13	Choose the appropriate next step by matching your result with the table below: <table border="1" data-bbox="371 485 1377 1089"> <thead> <tr> <th>If you get:</th> <th>THEN:</th> </tr> </thead> <tbody> <tr> <td>1 entity that matches</td> <td>Follow local work instructions for contacting the entity and ascertaining that the CR was from them and why they sent the money.</td> </tr> <tr> <td>2 or more entities that match</td> <td>Follow local work instructions for contacting all potential matching providers in the list, OR somehow limiting results if there are too many matches.</td> </tr> <tr> <td>No matches</td> <td>Enter only some of the OAKS name to attempt to get results, then follow instructions for contacting matches.</td> </tr> <tr> <td>No useable results</td> <td>Using local work instructions, work with OAKS via telephone to refund money to whomever it was that sent the check. The task is ended.</td> </tr> </tbody> </table>	If you get:	THEN:	1 entity that matches	Follow local work instructions for contacting the entity and ascertaining that the CR was from them and why they sent the money.	2 or more entities that match	Follow local work instructions for contacting all potential matching providers in the list, OR somehow limiting results if there are too many matches.	No matches	Enter only some of the OAKS name to attempt to get results, then follow instructions for contacting matches.	No useable results	Using local work instructions, work with OAKS via telephone to refund money to whomever it was that sent the check. The task is ended.
If you get:	THEN:										
1 entity that matches	Follow local work instructions for contacting the entity and ascertaining that the CR was from them and why they sent the money.										
2 or more entities that match	Follow local work instructions for contacting all potential matching providers in the list, OR somehow limiting results if there are too many matches.										
No matches	Enter only some of the OAKS name to attempt to get results, then follow instructions for contacting matches.										
No useable results	Using local work instructions, work with OAKS via telephone to refund money to whomever it was that sent the check. The task is ended.										
14	Once you are certain of the identity of who sent the money, click the still open window containing the Cash Information panel. Note: This is where you found the OAKS name for the provider when you looked up the CCN in steps 6 and 7. Repeat those steps if necessary.										
15	Click Base Information in the Cash Receipt Maintenance panel.										
16	Select the appropriate provider type you discovered by contacting the provider who sent in the cash receipt from the Payee Type field drop-down list.										
17	Type the correct payee ID you discovered by contacting the provider who sent in the cash receipt into the Payee ID field in the Base Information panel.										
18	If necessary, type the correct OAKS Name you discovered by contacting the provider who sent in the cash receipt into the OAKS Name field in the Base Information panel.										
19	Click save in the Cash Receipt Maintenance Panel.										

	Note: The message "save successful" appears in the Cash Receipt Maintenance Panel.
20	Click Generate Letter in the Cash Receipt Maintenance Panel.
21	In the Generate Letter panel, if necessary, select the FIN-5200-O - Refund Letter for Insufficient Information from the Letter To Generate field and then click Generate Letter .
22	After a new browser window opens, click Generate Letter in the window. Note: Check the Preview Mode Only? check box if you do not wish to print the letter.
23	After the letter opens in a new window, make sure it displays correctly, and then follow local work instructions to make sure the letter is printed and sent.

Success

You have successfully completed this task when you have:

- Identified and contacted the correct entity who sent the funds that weren't posted for guidance.
- You have added and saved the Payee Type, Payee ID and corrected OAKS name, (if necessary,) for the non-posted C/R in the C/R.
- You have generated and sent a **FIN-5200-O - Refund Letter for Insufficient Information** to the entity you discovered sent cash receipt.
- The message "Save successful" appeared in the Cash Receipt Maintenance panel.

Next Steps

After receiving appropriate documentation from the entity who received the **FIN-5200-O - Refund Letter for Insufficient Information** follow local work instructions perform one or more of the following tasks to disposition the balance.

- Apply all or some of the CR balance against existing ARs for this provider.
- Make a Gross Disposition of all or some of this amount.
- Refund the balance of this CR by check to the provider.

The following tasks are detailed in the **Claims Voids and Adjustments** course.

- Apply the CR balance for a partial or full refund to a specific claim or claims using the claims adjustment panels.
- Apply the CR balance for a full payment to void a claim using the Claim Adjustment panels.

Practice

Search for a non-posted cash receipt in the Financial Cash Receipts Search panel using this information, and then research the provider and update the cash receipt.

CCN: Use the non-posted cash receipt assigned to you.

When you are done, leave the updated cash receipt open on your screen and be prepared to answer questions about the details of the cash receipt.

Dispositioning a Cash Receipt Against an A/R

Overview

What

In this topic you learn how to apply money from a non-posted C/R (Cash Receipt) against an A/R or multiple A/Rs.

Who

This task will be performed by ODJFS Staff.

When

You will perform this task after the task titled "Locate Non-Posted Cash Receipts and Research How to Disposition" is completed. The completion of the "Locate Non-Posted" task means an entity has been contacted and the entity has verified they sent the money in the cash receipt and some or all of it should be applied against an existing A/R or A/Rs.

You will know to do this task because the entity submitted documentation authorizing this task and the documentation has been submitted, scanned and directed to your attention.

Relevance

In almost all cases, this task will not need to be done. This task is only performed when the bank cannot identify the entity ID from the document deposited and/or why they sent the funds. In the task that must be performed before this you have contacted the entity and directed them to submit documentation indicating how they want their money directed. In this case they have documented that some or all of their money needs to be applied against an existing A/R or A/Rs.

This task is important because:

- Until funds are correctly allocated from a cash receipt this money remains unavailable to fund ongoing operations.
- An entity's account will not reflect the correct billing information until money they have sent is identified and posted against the correct accounts receivable. The resulting incorrect balances could lead to an entity being overbilled.

If this task is not done correctly, then it is possible that:

- Entities will be overbilled, because their remittance advisories will not reflect money that was sent.
- Reports will be inaccurate.

Guidelines

The entity identified as the owner of the cash receipt must have submitted documentation indicating that at least some of the funds in the cash receipt are to be directed to an A/R disposition.

The funds in one cash receipt can be:

- Refunded to an entity or entities
- Allocated with one or many gross dispositions
- Applied to multiple existing open A/Rs for multiple entities
- Applied to existing claims

OR any combination of these options.

How To

Disposition Cash Receipts Against an A/R

Follow these steps from the MITS home page to disposition cash receipts against an AR:

Step	Action
1	Point to Financial tab in MITS and click Accounts Receivable in the drop-down menu.
2	Use the A/R panels to find the A/R you want to apply the cash receipt against and confirm that it is still open. Note: If the A/R you were to apply the money to is closed then check the submitted documentation again for additional instructions. If necessary contact the entity to determine whether to allocate the money differently or return the money.
3	Click Dispositions in the AR maintenance panel.
4	Click add in the Dispositions panel.
5	1) Verify the outstanding balance of the A/R by checking the Balance field in the AR Information panel. 2) Type the dollar amount you wish to apply from the cash receipt (C/R) balance into the Disp Amount field, making sure this amount is not larger than the balance of the A/R. Note: Use the documentation sent in by the entity to determine whether to apply some or all of the C/R against this A/R.
6	Type the Fund Code into the Fund Code field, unless it was automatically populated. You can also locate the correct fund code by clicking [search] next to the fund code field. Note: Local work instructions will help determine the correct fund code.
7	Use local work instructions and select the appropriate reason in the AR Disp Reason Code field drop-down menu. Press the tab key on the keyboard to enter the code into the field. Note: You must choose a reason related to a C/R disposition against an A/R in order to activate the Cash Disp Reason field and allow entry of data into it.
8	Use local work instructions and select the appropriate reason in the Cash Disp Reason field drop-down menu. Press the tab key on the keyboard to enter the reason into the field.

9	Enter the CCN (Cash Control Number) for the C/R into the CCN field.										
10	Click save in the AR Maintenance panel. The message "save successful" appears in the AR Maintenance panel. The Balance field in the AR Information panel reflects the new A/R balance.										
11	Choose the appropriate step from below based on your results: <table border="1" data-bbox="371 485 1375 1314"> <thead> <tr> <th>IF:</th> <th>THEN:</th> </tr> </thead> <tbody> <tr> <td>There is NO balance remaining on this C/R</td> <td>End Task.</td> </tr> <tr> <td>There is a balance remaining on this C/R, but you don't wish to disposition the balance at this time</td> <td>End Task. Note: Check local work instructions to make sure this is appropriate.</td> </tr> <tr> <td>There is a balance on this C/R that you want to disposition against another A/R for this entity.</td> <td>Go to step 1 and repeat the task.</td> </tr> <tr> <td>There is a balance remaining on this C/R</td> <td>Follow local work instructions to: <ul style="list-style-type: none"> • Refund the money to an entity • Allocate the money with one or many gross dispositions • Apply the money to multiple existing open A/Rs for multiple entities. • Apply the money to existing claims OR any combination of these options.</td> </tr> </tbody> </table>	IF:	THEN:	There is NO balance remaining on this C/R	End Task.	There is a balance remaining on this C/R, but you don't wish to disposition the balance at this time	End Task. Note: Check local work instructions to make sure this is appropriate.	There is a balance on this C/R that you want to disposition against another A/R for this entity .	Go to step 1 and repeat the task.	There is a balance remaining on this C/R	Follow local work instructions to: <ul style="list-style-type: none"> • Refund the money to an entity • Allocate the money with one or many gross dispositions • Apply the money to multiple existing open A/Rs for multiple entities. • Apply the money to existing claims OR any combination of these options.
IF:	THEN:										
There is NO balance remaining on this C/R	End Task.										
There is a balance remaining on this C/R, but you don't wish to disposition the balance at this time	End Task. Note: Check local work instructions to make sure this is appropriate.										
There is a balance on this C/R that you want to disposition against another A/R for this entity .	Go to step 1 and repeat the task.										
There is a balance remaining on this C/R	Follow local work instructions to: <ul style="list-style-type: none"> • Refund the money to an entity • Allocate the money with one or many gross dispositions • Apply the money to multiple existing open A/Rs for multiple entities. • Apply the money to existing claims OR any combination of these options.										

Success

You have successfully completed this task when a message appears in the AR Maintenance panel indicating "save successful".

Next Steps

If there is a balance remaining on this C/R then follow submitted documentation to:

- Refund the money to an entity
- Allocate the money with one or many gross dispositions
- Apply the money to multiple existing open A/Rs for multiple providers
- Apply the money to existing claims

OR any combination of these options.

Practice

Disposition your assigned C/R to any A/R for your assigned provider.

Disp Amount: \$20.00

AR Disp Reason Code: 8429 - A/R decrease - Provider Check Manually Applied

Cash Disposition Reason: 8437 - LTC Patient Liability Applied

All other fields will remain the same.

Creating a Gross Disposition of a Cash Receipt

Overview

What

In this topic you learn how to create a gross disposition of money that is in a C/R (cash receipt), for an entity, or entities.

Who

This task will be performed by ODJFS Staff.

When

You will perform this task after the task titled "Locate Non-Posted Cash Receipts and Research How to Disposition" is completed. The completion of the "Locate Non-Posted" task means an entity has been contacted and the entity has verified they sent the money in the cash receipt and some or all of it should be applied in a gross disposition.

You will know to do this task because the entity submitted documentation authorizing this task and the documentation has been submitted, scanned and directed to your attention.

Relevance

In almost all cases, this task will not need to be done. This task is only performed when the bank cannot identify the entity ID from the document deposited and/or why they sent the funds. In the task that must be performed before this you have contacted the entity and directed them to submit documentation indicating how they want their money directed. In this case they have documented that some or all of their money needs to be used in a gross disposition.

This task is important because:

- Until funds are correctly allocated from a cash receipt this money remains unavailable to fund ongoing operations.
- An entity's account will not reflect the correct billing information until money they have sent is identified and posted against the correct accounts receivable. The resulting incorrect balances could lead to an entity being overbilled.

If this task is not done correctly, then it is possible that:

- Entities will be overbilled, because their remittance advisories will not reflect money that was sent.
- Reports will be inaccurate.

Guidelines

The entity identified as the owner of the cash receipt must have submitted documentation indicating that at least some of the funds in the cash receipt are to be directed to a cash receipt disposition.

The funds in one cash receipt can be:

- Refunded to an entity or entities
- Allocated with one or many gross dispositions
- Applied to multiple existing open A/Rs for multiple entities
- Applied to existing claims

OR any combination of these options.

How To

Create a Gross Disposition of a Cash Receipt

Follow these steps from the MITS home page to create a gross disposition of a cash receipt:

Step	Action
1	Point to Financial tab in MITS and click Cash Receipts in the drop-down list menu.
2	Use the C/R panels to find the C/R you want to allocate for a gross disposition. Note: You will have the CCN for the C/R you wish to allocate from the previous task.
3	Click Disposition in the Cash Receipt Maintenance panel.
4	Click add in the Dispositions panel.
5	Select the appropriate entity type from the Payee Type field drop down list.
6	Type the Payee ID into the Payee ID field. Press the tab key on the keyboard to enter the value. Note: You will have the Payee ID from the previous task.
7	Type the Fund Code into the Fund Code field, unless it was automatically populated. You can also locate the correct fund code by clicking search next to the Fund Code field. Note: Local work instructions will help determine the correct fund code.
8	Use local work instructions and select the appropriate reason in the Reason Code

	field drop-down list.										
9	<p>a. Verify the outstanding balance of the C/R by checking the Balance field in the Disposition panel.</p> <p>b. Type the dollar amount you wish to apply from the C/R cash receipt balance into the Disp Amount field, making sure this amount is not larger than the balance of the C/R.</p> <p>Note: Follow your local work instructions to determine what exact amount to use.</p>										
10	<p>Click save in the C/R maintenance panel.</p> <p>The message "Save was Successful" appears in the CR Maintenance panel.</p> <p>Note: The Balance field in the Disposition panel reflects the new C/R balance.</p>										
11	<p>Choose the appropriate step from below based on your results:</p> <table border="1" data-bbox="371 800 1377 1562"> <thead> <tr> <th>IF:</th> <th>THEN:</th> </tr> </thead> <tbody> <tr> <td>There is NO balance remaining on this C/R</td> <td>End Task.</td> </tr> <tr> <td>There is a balance remaining on this C/R, but you don't wish to disposition the balance at this time</td> <td>End Task. Note: Check local work instructions to make sure this is appropriate.</td> </tr> <tr> <td>There is a balance on this C/R that you want to gross disposition.</td> <td>Go to step 1 and repeat the task.</td> </tr> <tr> <td>There is a balance remaining on this C/R</td> <td> Follow local work instructions to: <ul style="list-style-type: none"> • Refund the money to an entity or entities • Allocate the money with one or many gross dispositions • Apply the money to multiple existing open A/Rs for multiple entities • Apply the money to existing claims OR any combination of these options. </td> </tr> </tbody> </table>	IF:	THEN:	There is NO balance remaining on this C/R	End Task.	There is a balance remaining on this C/R, but you don't wish to disposition the balance at this time	End Task. Note: Check local work instructions to make sure this is appropriate.	There is a balance on this C/R that you want to gross disposition.	Go to step 1 and repeat the task.	There is a balance remaining on this C/R	Follow local work instructions to: <ul style="list-style-type: none"> • Refund the money to an entity or entities • Allocate the money with one or many gross dispositions • Apply the money to multiple existing open A/Rs for multiple entities • Apply the money to existing claims OR any combination of these options.
IF:	THEN:										
There is NO balance remaining on this C/R	End Task.										
There is a balance remaining on this C/R, but you don't wish to disposition the balance at this time	End Task. Note: Check local work instructions to make sure this is appropriate.										
There is a balance on this C/R that you want to gross disposition.	Go to step 1 and repeat the task.										
There is a balance remaining on this C/R	Follow local work instructions to: <ul style="list-style-type: none"> • Refund the money to an entity or entities • Allocate the money with one or many gross dispositions • Apply the money to multiple existing open A/Rs for multiple entities • Apply the money to existing claims OR any combination of these options.										

Success

You have successfully completed this task when the "save successful" message appears in the C/R Maintenance panel.

Next Steps

If there is a balance remaining on this C/R then follow submitted documentation to:

- Refund the money to an entity
- Allocate the money with one or many gross dispositions
- Apply the money to multiple existing open A/Rs for multiple providers
- Apply the money to existing claims

OR any combination of these options.

Practice

Disposition your assigned C/R to any A/R for your assigned provider.

Disp Amount: \$20.00

AR Disp Reason Code: 8429 - A/R decrease - Provider Check Manually Applied

Cash Disposition Reason: 8437 - LTC Patient Liability Applied

CCN: Use assigned CCN number

All other fields will remain the same.

Sending a Refund for a Cash Receipt

Overview

What

In this topic you learn how to have a refund check sent out for a cash receipt.

Who

This task will be performed by ODJFS Staff.

When

You will perform this task after the task titled "Locate Non-Posted Cash Receipts and Research How to Disposition" is completed. The completion of the "Locate Non-Posted" task means an entity has been contacted and the entity has verified they sent the money in the cash receipt and some or all of it should be refunded to the entity.

You will know to do this task because the entity submitted documentation authorizing this task and the documentation has been submitted, scanned and directed to your attention.

Relevance

In almost all cases, this task will not need to be done. This task is only performed when the bank cannot identify the entity ID from the document deposited and/or why they sent the funds. In the task that must be performed before this you have contacted the entity and directed them to submit documentation indicating how they want their money directed. In this case they have documented that some or all of their money needs to be refunded to them.

This task is important because:

- An entity may very well need these funds refunded quickly to be able to continue providing care or services.

Guidelines

The entity identified as the owner of the cash receipt must have submitted documentation indicating that at least some of the funds in the cash receipt are to be refunded.

The funds in one cash receipt can be:

- Refunded to an entity or entities
- Allocated with one or many gross dispositions
- Applied to multiple existing open A/Rs for multiple entities
- Applied to existing claims

OR any combination of these options.

How To

Send a Refund for a Cash Receipt

Follow these steps from the MITS home page to have a refund check sent out for a cash receipt:

Step	Action
1	Point to the Financial tab in MITS and click Expenditure in the dropdown menu
2	Click add in the Financial Expenditure search panel.
3	Select the appropriate entity type from the Payee Type field drop down list.
4	Type the Payee ID into the Payee ID field. Press the tab key on the keyboard to enter the number into the field.
5	Type the amount from the C/R that you wish to refund to the provider with a check in the Payout Amt field.
6	Select Immediate in the Process Type field drop-down menu.
7	Based on local work instructions select a reason relating to cash refunds in the Expenditure Reason drop-down field. Press the tab key on the keyboard to enter the reason into the field. Note: You will not be able to access the cash disposition related fields if you do not enter a cash refund related expenditure reason.
8	Type the Fund Code into the Fund Code field, unless it was automatically populated. You can also locate the correct fund code by clicking search next to the Fund Code field. Note: Local work instructions will help determine the correct fund code.
9	Use local work instructions and select the appropriate reason in the Disp Reason field drop-down menu.
10	Enter the CCN (Cash Control Number) for the C/R into the CCN field.
11	Enter the activation date, which must be today's date or later, for the expenditure into the Activation field.
12	Click the save button in the Expenditure Maintenance panel. The message "Save Successful" appears in the Expenditure maintenance panel.

13	Choose the appropriate step from below based on your results:	
	IF:	THEN:
	There is NO balance remaining on this C/R	End Task.
	There is a balance remaining on this C/R, but you don't wish to disposition the balance at this time	End Task. Note: Check local work instructions to make sure this is appropriate.
	There is a balance on this CR that you want to disposition against another A/R for this entity.	Go to step 1 and repeat the task.
There is a balance remaining on this C/R	<p>Follow local work instructions to:</p> <ul style="list-style-type: none"> • Refund the money to an entity or entities • Allocate the money with one or many gross dispositions • Apply the money to multiple existing open A/Rs for multiple entities • Apply the money to existing claims <p>OR any combination of these options.</p>	

Success

You have successfully completed this task when the “save successful” message appears in the Expenditure Maintenance panel.

Practice

Refund a portion of your assigned C/R to to your assigned provider.

Payee ID: Your assigned provider

Payout Amt: \$5.00

Process Type: Immediate

Expenditure Reason: Cash Refund

Disp Reason: 8302 - Provider Payout - Over Refund

CCN: Use assigned C/R CCN number

Activation: Use today's date

All other fields will remain the same.

Review

Objectives

In this course you learned how to:

- Find and view information about existing A/Rs.
- Create A/Rs with automatic, OAKS Manual, or Manual recoupment types.
- Change existing A/R's recoupment type to automatic, OAKS Manual, or manual.
- Apply dispositions to an A/R balance.
- Mass adjust a group of A/Rs from one provider.
- View aged A/Rs.
- View A/R reports
- Find and view information about a cash receipt.
- Locate non-posted cash receipts and research how they should be dispositioned.
- Disposition a non-posted cash receipt against an A/R.
- Create a gross disposition of a non-posted cash receipt.
- Refund a non-posted cash receipt.